

*Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

# Volunteer Manual



**Alzheimer Society of Niagara Region**

403 Ontario St., Unit 1

St. Catharines, Ontario L2N 1L5

905-687-3914

[www.alzheimerniagara.ca](http://www.alzheimerniagara.ca)

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

## Table of Contents

Introduction .....	4
About us.....	4
History.....	4
Organizational Overview.....	5
Organizational Structure.....	6
Our Mission:.....	7
Our Vision: .....	7
Values: CARE .....	7
Our Role: .....	7
Overview of Dementia .....	8
Alzheimer Society of Niagara Region Volunteer Philosophy .....	8
Benefits of Volunteering with the Alzheimer Society Niagara Region .....	8
Volunteer Rights and Responsibilities .....	9
Volunteers have rights.....	9
Volunteers have responsibilities.....	9
Programs and Services of the Alzheimer Society.....	9
Programming .....	9
First Link® .....	9
Wellness and Early-Stage Programs.....	10
Education, Programs, Workshops & Counselling.....	10
Volunteer Opportunities.....	10
Recollections, Telecare and Meaningful Visiting Programs.....	10
Group Social Recreation.....	10
Education Volunteer .....	11
Administrative Assistance.....	11
Fundraising and Special Events.....	11
Policies and Procedures .....	11
Recruitment, Screening and Onboarding .....	11
Volunteer Application .....	11
Interview/Screening.....	12
References .....	12

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

Police Vulnerable Sector Clearance (PVSC) and Police Checks.....	12
Volunteer Records .....	12
Volunteer Orientation and Training.....	13
Orientation.....	14
Standard Training.....	14
Specialized Training.....	14
Educational Resources .....	14
Volunteer Accountability .....	14
Identification.....	14
Professional Appearance .....	14
Smoking/Drugs/Alcohol .....	14
Access to Information .....	14
Information Technology (IT) Usage.....	15
Media .....	15
Absences .....	15
Expense Reimbursement .....	15
Money Handling and Gifts .....	15
Change of Role .....	16
Volunteer Safety and Reporting .....	16
Identifying Risks .....	16
Responding to Emergencies.....	16
Reporting.....	17
Workplace Accommodations.....	17
Feedback and Recognition.....	17
Comments, Concerns or Complaints .....	17
Satisfaction Surveys .....	17
Annual Volunteer Review .....	18
Recognition .....	18
End of Service.....	18
Resignation.....	18
Re-Application.....	18
Notice and Dismissal .....	18

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

## Introduction

We are pleased to welcome you to the Alzheimer Society of Niagara Region. You are crucial to successfully operating all programs and services provided in our community. With your support, we offer services to more than 5,000 families through our support programs, educate more than 11,000 members of the public and train more than 1,500 personal support workers. The purpose of this manual is to give a thorough understanding of the operations, structure, and procedures for the Alzheimer Society of Niagara Region (ASNR).

## About us

The “Society” is a not-for-profit organization whose goal is to ensure quality services to individuals with Alzheimer’s disease and related forms of dementia. With a group of dedicated board members, staff, and volunteers, we support and advocate for individuals, families, and caregivers in our community through counselling, education, and the promotion of research. The Alzheimer Society of Niagara Region compassionately responds to the very special needs of those experiencing dementia.



## History

The Alzheimer Society of Niagara Region (ASNR) is a not-for-profit organization whose goal is to ensure quality services to individuals with Alzheimer’s disease and related forms of dementia. With a group of dedicated board members, staff, and volunteers, we support and advocate for individuals, families, and caregivers in our community through counselling, education, and the promotion of research. The Alzheimer Society of Niagara Region compassionately responds to the very special needs of those experiencing dementia. History The Alzheimer Society of Niagara Region was founded in 1984 through the vision of a small group of family caregivers who wanted to share their experiences and lend support to other families. Over the next 4 years, the overwhelming need for services in the Region precipitated an application to the Ministry of Health for base funding to hire qualified counselling staff, and in 1988, the Family Support Program was developed. Avondale House was established in 1991 and again the continued need for service over the following 10 years necessitated a second capital campaign. In July

# *Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

2001, the Alzheimer Society of Niagara Region Family and Community Resource Centre was opened - the only one of its kind in Canada. The Local Health Integration Network (LHIN) funds approximately 65% of the \$1.8 million-dollar operating budget. The Alzheimer Society Niagara Foundation and various Society initiatives subsidizes the remaining 35%. The Alzheimer Society Niagara Foundation was established in 2005 after receiving a generous estate donation. A Memorandum of Understanding was developed and signed by both the Foundation and Society Boards in March of 2008, making the Foundation the fundraising arm of the Society. In October 2009, "Core Values" and "Financial Principles" were developed within its first Strategic Plan. The Foundation is responsible for raising approximately \$500,000 annually to augment the programs and services offered by the Society.

## Organizational Overview

The Society promotes an equitable and inclusive work environment that is healthy and discrimination-free and recognizes and respects the personal worth, dignity and diversity of the clients, staff, volunteers, students, and broader communities it supports. The Society strives to integrate an accurate portrayal of the roles and contributions of all groups who have been under-represented historically, identify how bias, stereotyping, and discrimination have limited the roles and contributions of individuals and groups, and how these limitations have challenged and continue to challenge our Society; encourage all members of the educational community to examine assumptions and prejudices, including, but not limited to, racism, sexism, and homophobia, that might limit the opportunities and growth of clients, care partners and employees.

We respect the values and beliefs of all our staff, clients, students, volunteers, and Board members. Our mission, "To advocate for and with people living with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research. A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias." We aim to reach all individuals and recognizes that the Society and its clients are not homogenous; instead, diversity is welcomed and celebrated. This means acknowledging every individual's worth and value to the community. We follow person-centered principles in all our programs and services.

Moreover, we also adhere to the Canadian Charter of Rights for People Living with Dementia, which ensures:

- People with dementia know their rights.
- Empowerment for people with dementia to ensure their rights are protected and respected, and
- People and organizations that support people with dementia know these rights.

Inclusivity within the organizational context is comprised of a strategic process of identifying and eliminating barriers and implementing change based on recognizing power imbalances and privilege and realizing that many people do not have equitable access to services and supports within the community.

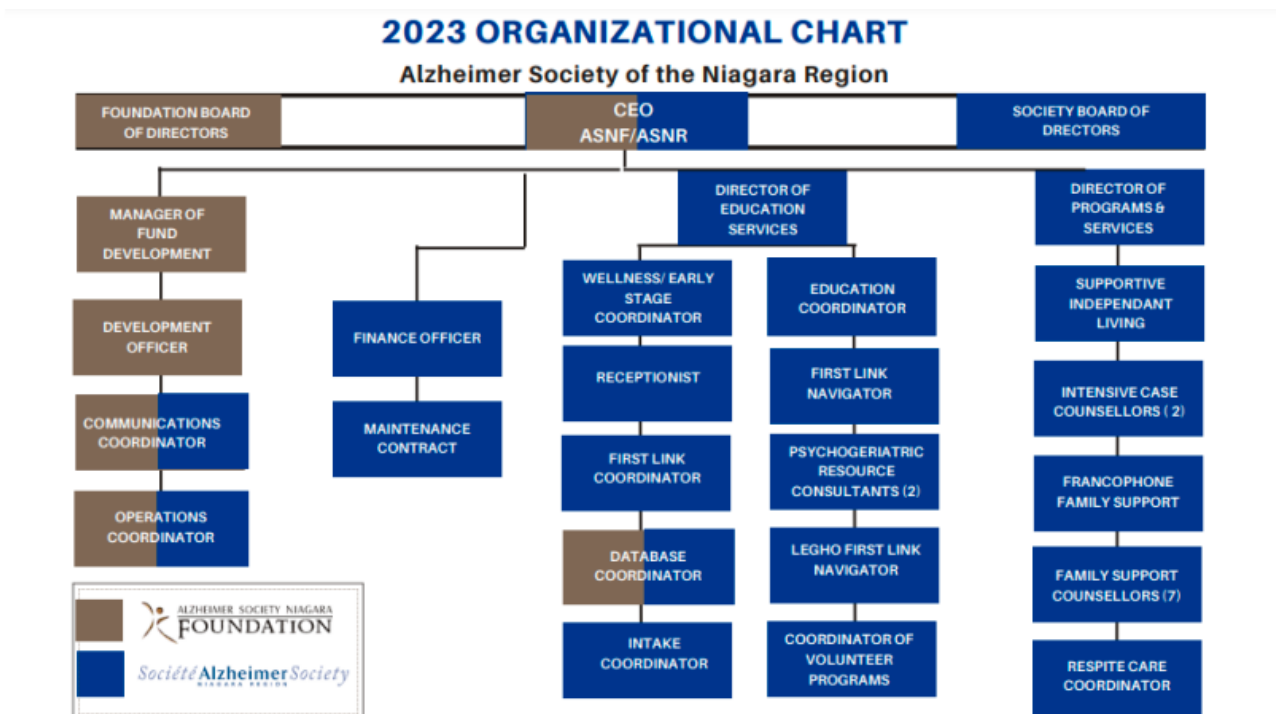
We recognize that an individual's family and friends, community, social, cultural, environmental, and spiritual context shape their experiences and as such we work within this context.

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

The Society actively participates in awareness training and considers all perspectives to be inclusive when developing, evaluating, and modifying programs and services offered to its clients. Wherever possible, active, and meaningful involvement of people who reflect the diverse groups within the community is used in programs and services processes. Regular review of inclusivity issues is conducted, with a goal of continuing to improve in our efforts to reach all clients best and best support all staff, in the least intrusive and most welcoming manner possible.

## Organizational Structure



# *Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

## Our Mission:

To advocate for and with people living with dementia and their care partners and provide access to a diverse range of appropriate resources and supports. Particularly, to alleviate the personal and social consequences of Alzheimer's disease and other dementias and to promote research.

## Our Vision:

A community where individuals with dementia and their care partners are fully supported to maximize their quality of life and well-being. Ultimately, a world without Alzheimer's disease and other dementias.

## Values: CARE

### *Collaboration*

We continually seek new opportunities for collaboration with all stakeholders to enhance the range of coordinated services available to meet the needs of this unique population and educate the public.

### *Accountability*

We believe in openness and transparency. We are accountable for our actions and decisions to those we serve and to those who fund and support our organization.

### *Respect*

We value commitment, integrity and consistency. Dealing fairly, acting ethically and showing respect are cornerstones of our future growth and success.

### *Excellence*

We are committed to innovation and sustainability. We are leaders in the development and delivery of services that use a holistic, client-centred approach that is inclusive of all care partners involved and take into account all aspects of well-being for those being served.

## Our Role:

The role of the Society is to offer support, information, and education to people with dementia, their families, and their caregivers, to increase public awareness of dementia, to promote research and to advocate for services that respect the dignity of the individual.

## Overview of Dementia

Dementia is an overall term for a set of symptoms that are caused by disorders affecting the brain. Symptoms may include memory loss and difficulties with thinking, problem-solving or language, severe enough to reduce a person's ability to perform everyday activities. A person with dementia may also experience changes in mood or behaviour. Dementia is progressive. The symptoms will gradually get worse as more brain cells become damaged.

### Fast Facts:

- 564,000 Canadians are currently living with dementia.
- 11,751 is the projected number of Niagara Region residents living with dementia
- 16,000 Canadians living with dementia are under the age of 65.
- 25,000 New cases are diagnosed each year.
- Smokers are 45% more likely to develop dementia than non-smokers.
- Alzheimer's disease accounts for approximately 64% of all dementia in Canada

## Alzheimer Society of Niagara Region Volunteer Philosophy

The Alzheimer's Societies in Ontario value and respect all volunteers and the effort they provide to the mission of the Alzheimer's Society. Volunteers participate with the staff team at all levels of the Society, enhancing our services and ensuring that our services agency concerns are responsive to our clients' needs. The Alzheimer Society of Niagara Region actively seeks ideas from and comments from volunteers. They have unique skills, talents, knowledge, ideas, and comments that improve our programs, policies, procedures, and other agency concerns. We appreciate and welcome these contributions.

Strategic volunteer engagement is the key to our success. Volunteers translate our goals and values into meaningful and mutually rewarding roles. Our Societies' ability to meet their mission depends on attracting and retaining skilled volunteers. We engage volunteers with positions that reflect their skills and knowledge, effectively use their time, and offer meaningful opportunities.

To engage volunteers, our recruitment strategies target individuals with appropriate skills for available positions. We provide orientation and training to enhance their skills and prepare them for their role. This will enable volunteers to excel in providing the best service and improve the quality of life of persons affected by Alzheimer's disease or other dementias.

In keeping with the value, we place on volunteers and their contribution to our Society, we provide recognition and thanks in meaningful ways and convey respect and appreciation for their work with us.

## Benefits of Volunteering with the Alzheimer Society Niagara Region

- Develop new skills.
- Meet new people.
- Give back to your community.
- Create meaningful connections.
- Gain knowledge about dementia



# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

## Volunteer Rights and Responsibilities

Guiding principles keep relationships balanced between organizations and their volunteers by ensuring they are reciprocal. We are committed to developing and supporting volunteer involvements that benefit both the Society and the volunteer(s).

### Volunteers have rights.

The Society recognizes that volunteers are a vital human resource and will commit the appropriate infrastructure to support volunteer involvement.

- The organization's practices ensure effective volunteer involvement.
- The organization provides a safe and supportive environment for volunteers.
- Work in a safe and healthy workplace, to know about unsafe work and to refuse unsafe work.
- A supportive environment in which to work and contribute.
- Effective and meaningful volunteer involvement practices.
- Have input about their role and ideas regarding the program.
- Provide feedback and receive feedback when requested and at regular intervals.
- Ask for and receive support from their supervisor when required.
- Be accommodated for any ability needs to complete non-essential tasks of the role.

### Volunteers have responsibilities.

Volunteers make a commitment and are accountable to the organization.

- Volunteers will act with respect for the cause, the stakeholders, the organization, and the community.
- Volunteers carry out their involvement responsibly and with integrity.

## Programs and Services of the Alzheimer Society

The Alzheimer Society Niagara Region provides several programs and services for people living with dementia, caregivers, and health professionals. Below, you will find some examples of programs and services that are offered. Programs and services which are currently being offered can be accessed through our calendar on our website.

### Programming

We aim to connect persons living with memory changes and their care partners to services as soon as possible. To achieve this, we offer a variety of Educational and social recreation programs that clients can register for immediately. Additionally, we offer drop-ins at our Brain Wave Cafés and Support Groups. Our one-to-one Outreach Counselling service requires a referral made through our First Link® program.

### First Link®

First Link is a referral program that connects individuals diagnosed with dementia and their families, early in the disease process, to appropriate supports by enhancing partnerships with primary-care physicians, family health teams, and community service agencies. Once referred to the Alzheimer

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

Society, our First Link Coordinator connects the individuals and their families to appropriate community supports in addition to a range of services that we offer.

## Wellness and Early-Stage Programs

For People Living with Dementia and Care Partners

- Minds in Motion
- Sole Mates
- Art Series
- R.E.B.E.L Group
- Qigong Exercise
- Power of Music
- Learning the Ropes for Living with MCI
- Wellness
- Beyond Words Learning Series
- Advisory Groups
- Brain Wave Cafe

## Education, Programs, Workshops & Counselling

For Family Care Partners, Friends, and People Living with Dementia

- Teepa Tuesday
- Support Groups (Caregiver Stress and Building Resilience, Young Carers)
- Education Training, Education and Assistance for Caregiving at Home, Healthcare Professionals, and community
- Moving to Long-Term Care
- Navigating the Dementia Care System
- Behaviour Support Training Program
- Dementia Care Training Program
- Palliative Care for People with Dementia
- Brain Health

You can find more details about our programs and services [here](#).

## Volunteer Opportunities

The Alzheimer Society Niagara Region engages volunteers in all areas of the organization. Below, you will find an overview of how volunteers support the organization. If you are interested in learning more about other ways to get involved, you are encouraged to speak to the Volunteer Department.

### Recollections, Telecare and Meaningful Visiting Programs

The Society offers volunteer roles that provide direct client visiting. Volunteers provide social connections and meaningful activities for persons living with dementia and care partners. Volunteers are matched one-to-one with a person living with dementia to create life story books, provide telephone social connections or provide face-to-face visits to help clients participate in meaningful activities.

### Group Social Recreation

Volunteers in Group Social Recreation assist the program facilitator in implementing the social recreation programs offered to our clients and care partners. Volunteers provide social connection, provide guidance and support for clients and care partners to successfully participate in activities.

# Société Alzheimer Society

NIAGARA REGION  
RÉGION DE NIAGARA

## Education Volunteer

Volunteers in Education support the Aging and Dementia Simulation. This hands-on interactive educational experience provides participants an opportunity to walk in the shoes of an aging individual with memory impairments. Volunteers assist the facilitator for the set-up and facilitation of the simulation. Our Education Volunteers also support our team at health fairs and education events throughout the community.

## Administrative Assistance

Volunteers provide support to our administration team and the office environment. They assist with general office work like assembling client packages, phone calls, preparing for mailing, event preparation tasks and other duties. This can also include specialized administrative tasks with our data bases or minute taking for committee or advisory boards.

## Fundraising and Special Events

Our Fundraising and Events Volunteers support the programs and services at the Alzheimer Society of Niagara Region.

- IG Wealth Management Walk for Alzheimer's is a spring community-based fundraising event taking place in Niagara. Roles vary at the Walk site but may include registration, information, marshalling, education, and more.
- Bingo is a very important part of our fundraising. It helps fund many programs and services at the Alzheimer Society of Niagara Region. This role has assigned duties and responsibilities at Delta OLG Bingo sessions. For assigned time slots, Alzheimer Society of Niagara Region, trained volunteers are ambassadors for our organization.
- Special Events - Throughout the year, the Society hosts a variety of different fundraising events that you can volunteer. Roles vary at each event but may include registration, information, food preparation, clerical assistance, sponsorship recruitment and more.

## Policies and Procedures

### Recruitment, Screening and Onboarding

Volunteer applicants will undergo a screening process to ensure suitability to the role and organization. For all applicants including clients and past staff, the screening process involves completing a volunteer application, a one-to-one interview, reference checks, and police and vulnerable sector checks. Current staff are welcome to perform volunteer activities, and, as required, with the knowledge that the required onboarding and training overlaps with Human Resources.

### Volunteer Application

Volunteers must complete a volunteer application. The application can be accessed online through the Society website or by hard copy available at our office. Some exceptions may apply for volunteers referred through an academic institution or other programs.

### Interview/Screening

Applicants who are suitable for a volunteer position will be contacted to arrange an interview. All prospective volunteers have the right to be interviewed by the Coordinator of Volunteer Programs. Accommodations for interviews can be made as required on a case-by-case basis at the discretion of the Coordinator of Volunteer Programs. Acceptance as a volunteer is not guaranteed and is up to the discretion of the Coordinator of Volunteer Programs. Some exceptions may apply for volunteers referred through an academic institution or other programs.

### References

Two (2) references are required and will be contacted at the discretion of the Coordinator of Volunteer Programs. References must contain one professional reference (work or volunteer related) and one personal reference. The personal reference must not be an immediate family member of the prospective volunteer. Some exceptions may apply for volunteers referred through an academic institution or other programs.

### Police Vulnerable Sector Clearance (PVSC) and Police Checks

Due to the vulnerable nature of our clients, all client facing volunteers will be required to complete a Police Vulnerable Sector Clearance (PVSC) before placement as a volunteer. Individuals refusing to comply with this request will not be accepted as volunteers. We will comply with all federal and provincial legislation regarding the protection of human rights for applicants when conducting any type of record check.

A valid PVSC police check completed within 6 months prior to volunteer placement will be accepted. PVSC applications will be provided by the Coordinator of Volunteer Programs, who will advise on your local police department application process. There is a fee for PVSC police checks for individuals over the age of 18, upon completion of 3 months of service the volunteer can apply to be reimbursed. The volunteer must provide a receipt to the Coordinator of Volunteer Programs to be eligible.

PVSC checks can take 6-8 weeks; as such, training may be completed before receiving a completed PVSC. Volunteer placement may be started in advance of PVSC clearance in the event an Alzheimer's Society of Niagara Region staff member is present during the volunteer shift. The volunteer must provide the electronic verification or the original copy of the record check to the Coordinator of Volunteer Programs. The original record will be photocopied for record and returned to the volunteer immediately after review. Should a volunteer receive an invalid PVSC police check the Society shall review the volunteer's information on the record check to determine if the volunteer is able to fulfill a volunteer role. Volunteers may be required to update their PVSC police check as required.

### Volunteer Records

Each volunteer shall have a personnel file maintained in the strictest of confidence by the Coordinator of Volunteer Programs. The Society limits the collection of personal volunteer information to what is necessary for the purposes identified by the Society- and will collect such information by fair and lawful means.

The file shall contain photocopied documents about volunteer-related information and history. The original documents will be shredded to maintain confidentiality. Volunteer records are held in accordance with our privacy policy.

Access to volunteer records can be requested by the individual volunteer in writing. Files will be shared with other staff supervisors on a need-to-know basis. The Society may disclose information when required by law, under audit or when an emergency contact is needed. Volunteers are responsible for submitting and updating information in their files, such as contact information and professional development certifications.

Volunteer records include, but are not limited to, the following:

- Volunteer Application
- Volunteer Interview
- Reference Checks
- Volunteer Service Agreement
- Confidentiality Form
- Code of Conduct
- Copy of Police Record Check

Volunteers may request a correction of factually incorrect personal information about them that the Society holds. However, this does not extend to information related to an opinion, such as that documented during the annual review process.

Volunteers involved on an ongoing basis will have their records updated as necessary during their annual review, including an attestation that there have been no updates to the status of the volunteer's PVSC police check. Should an incident occur, that would impact the validity of the PVSC check, volunteers must notify the Coordinator of Volunteer Programs before the volunteer's subsequent shift. Volunteers will be when and if they need to update their PVSC police check.

### Volunteer Orientation and Training

Volunteer candidates who successfully complete recruitment and screening will undergo volunteer orientation. Orientation will include reviewing the Volunteer Orientation Manual, standard training, and specialized training per the assigned role. Orientation and training may be provided in group or individual format depending on the required of volunteers required. During orientation, before beginning their role, volunteers must sign:

- Role Agreement
- Understanding of the Organizational Policies
- Confidentiality Pledge
- Abuse Free Policy Agreement

# *Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

## Orientation

A full orientation will be completed once a volunteer role has been confirmed and accepted. Orientation will include a tour of the facility, fire exit locations, location of the first aid kits, introductions to pertinent staff, etc.

## Standard Training

Standard Training is required for all Society volunteers regardless of their volunteer role. Training will cover content from the ALZEducate courses of Introduction to Dementia for Health Care Providers, Dementia 103, Meaningful Activities, Elder Abuse, WHMIS, Accessibility Act for Ontarians, and the Volunteer Programs policies. Training sessions may take place in-person or one-to-one and will be led by the Coordinator of Volunteer Programs. Volunteers may request additional training in the event they are not confident or comfortable completing assigned tasks.

## Specialized Training

Specialized training with specific duties per the volunteer role will be provided as necessary and appropriate to ensure volunteers are properly trained per their responsibilities.

## Educational Resources

There are several educational resources that volunteers have access to. The Society staff are available to answer any questions volunteers may have. Volunteers can access further resources online at the Society website, covering a variety of topics.

## Volunteer Accountability

Volunteers of Alzheimer's Society of Niagara Region are to maintain professional conduct and recognize that they represent the Society to the community. Volunteers are to adhere to the below accountability procedures whether on the phone, online or when meeting in person.

## Identification

Volunteers will be asked to identify themselves to clients to provide a dementia friendly experience. Identification may include name tag, screen name, etc. as deemed appropriate by the Volunteer Department.

## Professional Appearance

Volunteers are asked to wear workplace appropriate clothing when volunteering.

## Smoking/Drugs/Alcohol

The Society is committed to a smoke, alcohol, and drug free environment. Volunteers should not use or be under the influence of alcohol, cannabis or illegal drugs or medication that impairs performance and judgement while volunteering.

## Access to Information

The Society will make every available concession to allow access to relevant information as required in relation to the volunteer's role.

# *Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

## Information Technology (IT) Usage

With permission from appropriate Society designate, programs per the volunteer assignment may be downloaded from the Society internet and run on Society devices. The Society recognizes that volunteers occasionally monitor personal email accounts or other websites, therefore reasonable personal use is permitted, however, all use:

1. Must comply with applicable legislation.
2. Must comply with all Society policies.
3. Does not create unnecessary risk or costs to the Society.

All data on The Society owns all hardware, software, servers, systems, and data. The Society has the right to review, copy, delete, backup and store any data (including emails) on Society owned systems of any kind, including personal emails and text messages. Volunteers will not interfere with the normal operation of any element of the Society's IT system.

## Media

Any volunteer contacted directly by the media should refer them to their Society supervisor or designate as volunteers are not spokespeople on behalf of the Society. If volunteers are asked to speak about their work with the Society at a formal event, they shall inform their Society supervisor and seek information on current client trends, any upcoming promotional events, or current fundraising goals.

## Absences

### *Shift Cancellation*

In the event a volunteer needs to cancel their shift due to illness, severe weather or personal emergency, volunteers must provide 24 hours advanced notice in writing to their Society supervisor. In case of an emergency with less than 24 hours advance notice, volunteers are to call their direct supervisor.

### *Extended Absence*

If a volunteer will be absent from their volunteer responsibility for an extended period (more than 2 consecutive shifts), volunteers are to inform their Society supervisor 2 weeks in advance.

## Expense Reimbursement

Volunteers will not be reimbursed for travel expenses to and from their volunteer shifts.

## Money Handling and Gifts

Volunteers must have the permission of their direct supervisor to handle any money received or dispensed by the Society. During times when money is involved, staff must be present to perform all monetary duties, exceptions may apply at the discretion of the staff supervisor.

Volunteers are not to engage in any behaviours that result in financial or personal benefit to yourself or loss to the client. This includes lending or borrowing money from staff, clients, or other volunteers. As well as, giving or accepting personal gifts to or from clients or caregivers.

### Change of Role

The volunteer must discuss their desired change of role with the Coordinator of Volunteer Programs and provide written notice of this request. This change in role may be due to change of interest or ability to commit to the current program or event.

### Volunteer Safety and Reporting

We are committed to safety. Efforts are made to create and maintain an environment free from situations of any kind that threatens the safety of any employee, client, or volunteer. Alzheimer's Society of Niagara Region recognizes the value and dignity of each client, volunteer and employee and will make every reasonable effort to identify all potential safety concerns and to minimize these risks through the Risk Management Plan. The Risk Management Plan provides for a system to report, investigate, and deal effectively with every incident that threatens the safety of anyone within the Society.

Volunteers are encouraged to keep their eyes open for potential hazards when volunteering. Volunteers should report any items that may be hazardous or dangerous to the Coordinator of Volunteer Programs. Risk management items could involve:

- Unsafe conditions
- Oversights in policies
- Potentials for slips, falls and cuts

Please don't hesitate to report any unsafe things you may notice.

Volunteers will be subject to the existing regulations of the Occupational Health and Safety Act and WHMIS (Workplace Hazardous Materials Information System).

### Identifying Risks

It is the responsibility of the Coordinator of Volunteer Programs and staff supervisor to assess and mitigate the risks before starting a volunteer in the assigned role as identified in the Society's Risk Management Framework.

Volunteers are encouraged to remain alert and aware of their surroundings for potential hazards when volunteering. Volunteers are to report any items that may be hazardous or dangerous to the on-site staff member or the Coordinator of Volunteer Programs as soon as possible.

### Responding to Emergencies

The staff supervisor is responsible for ensuring the volunteer is aware of the emergency exits, health and safety information boards and emergency contacts per their volunteering location. The Coordinator of Volunteer Programs is responsible for ensuring the volunteer is oriented to the Incident Management Process in the event of an emergency.

This response plan includes assessing the stages of an emergency, following emergency procedures, and completing an incident report. It is the responsibility of the volunteer to follow the steps outlined in the plan.



### Reporting

After an incident, the Incident Report Form must be completed by a staff supervisor of the volunteer responding to the situation and the staff member to that the situation was reported to.

Completed reports will be submitted to the Coordinator of Volunteer Programs and the Chief Operating Officer / Executive Director. This is the responsibility of the staff member, not the volunteer.

### Workplace Accommodations

Volunteers in need of accommodation to fulfill the volunteer role will be accommodated, when possible, provided they are able to perform the essential duties of their own role or other available work and the accommodation does not create undue hardship for the Society. If accommodation is required, volunteers are responsible for requesting accommodation from a supervisor, explaining why required and taking part in contributing possible accommodation solutions.

### Feedback and Recognition

We encourage feedback and suggestions about the volunteer program and any volunteer roles within the organization. We will support the needs of the volunteer, respond to questions or concerns through their time with the Society and recognize the volunteer's contributions.

### Comments, Concerns or Complaints

If at any time a volunteer has concerns or complaints, volunteers are encouraged to contact the Coordinator of Volunteer Programs. Suppose a complaint involves the Coordinator of Volunteer Programs. In that case, the volunteer may contact the Director of Education by following the Society's [Complaint Policy](#). All information is kept confidential. In the case of a concern or complaint, the relevant parties will review the information received, and appropriate action will take place to address it.

In situations where differences arise between volunteers or between volunteers and staff, it is advised to first try to resolve these differences amongst the parties involved. If a third party is needed, the Coordinator of Volunteer Programs is to be informed and will facilitate any action required.

Should the volunteer prefer to provide anonymous feedback, please refer to the Satisfaction Survey section.

### Satisfaction Surveys

#### *Programs and Services Annual Satisfaction Survey*

At least once per calendar year, volunteers will receive the opportunity to provide anonymous feedback in an online satisfaction survey. The survey will be sent in an email to all active volunteers. All results will be reviewed and utilized to improve the quality of services.

#### *Special Events Satisfaction Survey*

Satisfaction surveys and feedback opportunities will be provided following each event in various forms including email, online survey, verbal, etc. All feedback will be reviewed and provided as relevant to the event manager to be utilized for continuous quality improvement.

# *Société Alzheimer Society*

NIAGARA REGION  
RÉGION DE NIAGARA

## Annual Volunteer Review

Once per calendar year, volunteers who have contact with clients will partake in a role evaluation with the Coordinator of Volunteer Programs and/or a supervisory staff member. The review serves as an opportunity for both staff and the volunteer to provide feedback on the role and volunteer experience and identify areas of opportunity for improvement. A copy of the evaluation will be placed in the volunteer's file.

## Recognition

Recognizing the hard work and dedication of volunteers is very important to the Society. Volunteers will receive ongoing support and regular recognition in various ways, such as education opportunities and volunteer celebrations.

## End of Service

The Alzheimer Society Niagara Region asks that volunteers provide notice of their departure prior to leaving. Under circumstances where the volunteer ignores policies, procedures or practices, the Society will implement appropriate measures to the infraction.

## Resignation

The Society understands that a volunteer's commitment to the organization can change over time. We ask that volunteers provide two weeks' written notice to allow transitional planning. Resignation occurs when the volunteer has no intention of returning to their volunteering.

Volunteers who resign are to complete an exit interview to provide feedback prior to their departure on their volunteer experience.

## Re-Application

Former Society volunteers who resigned of their choosing are welcome to re-apply and may be required to update their onboarding documentation and training.

## Notice and Dismissal

Where policies, procedures, or professional practices are ignored or contravened by a volunteer, progressive discipline of volunteers is implemented. Action for the infraction of rules may be applied in the following ways:

1. Verbal Notice / Conversation regarding concerns
2. Written Notice / Warning
3. Dismissal

Action is applied in proportion to the seriousness of the offence and is not required to follow the sequence of the three stages listed above, pending the offence, and at the discretion of the Society. The degree of seriousness is to be noted and understood by both parties and enclosed in the volunteer file.

Welcome  
&  
Thank-you  
for  
Volunteering!