

BASIC PROCEDURAL GUIDELINES

Step 1 Inform

Handout Material

Information Guide and/or Pamphlet for potential volunteers given to applicant.

Information Session

General introduction session. Review the work of St. John Ambulance in the area (dependant on # of people). Can be held before interview as a no-obligation information session or after formal Interview as part of Orientation.

Application Form

Candidate asked to return completed and signed prior to *or* at the time of interview. See Appendices 1 and 2 to Annex A.

Step 2 Interview Can be combined into one interview or split into two separate interviews

Initial Contact

Review of selection process requirements with candidate: *Application Form, Police Records Check Form, three reference check forms and résumé* (if applicable); *First Aid certificate*; set up interview date. If applicable, review completed *Application Form* (can be done over the phone or through a letter). See Appendices 2, 3, and 4 to Annex A.

Guidelines

The interview will offer the prospective volunteer the opportunity to learn about St. John Ambulance, our mission, and available volunteer positions.

All persons applying for volunteer positions with St. John Ambulance have a right to be interviewed by the person responsible for volunteer recruitment or their delegate.

The purpose of the initial interview will be to determine the qualifications, ability and suitability of the individual to perform the work on behalf of St. John Ambulance.

Prospective volunteers will be informed in advance that the interview process is designed so that each part can screen the other, and that acceptance as a volunteer is not automatic.

The determining factors in the selection, promotion or termination of volunteer status shall be skill in performance, training, educational background, experience, personal suitability, and responsibility.

Selection Interview

One-on-one interview, using pre-set questions.

Police Records Check form completed.

Position Description given to applicant.

Annex A
to StJCI 2-9-2

Three Reference Check Forms

- A) given to applicant (placing responsibility on applicant to give three written references) *or*
- B) mailed to referees.

See Appendices 2, 3, 4, 5 and 6 to Annex A.

Guidelines

The nature of the work in which a volunteer is engaged (position) and the kind of service offered to clients or program participants will determine whether a police records check is submitted for processing.

Volunteers who will be attending to the medical and/or personal needs of vulnerable clients or program participants may be required to submit to a police records check prior to acceptance as a volunteer. Individuals who refuse to comply with this request may not be accepted as a volunteer.

A signed consent for release of information must be obtained from the prospective volunteer prior to a request for a CPIC (Canadian Police Information Centre) check.

All applicants are required to submit personal and/or professional references prior to acceptance as a volunteer with St. John Ambulance. Individuals who refuse to comply with this request may not be accepted as a volunteer.

Anyone willing to act as a referee must also be willing to be identified as the source, or the reference may not be accepted.

The person responsible for recruiting volunteers will maintain records of background checks as part of each volunteer's file.

**Step 3 Conditional offer of enrolment and approval to begin Orientation/
Training Program**

Probation pending *Police Records Check* and *References*.

Guidelines

All volunteer placements begin on a trial basis for a period of 30/60/90 days.

Volunteers may be required to submit proof of professional or technical ability, qualification, or experience prior to acceptance as a volunteer, or from time to time, thereafter.

The person responsible for volunteers will maintain copies of verification as part of each volunteer's file.

In determining suitable placements for volunteers, equal attention will be given to the interests and goals of the volunteer, and to the requirements of St. John Ambulance and the position(s) in question.

No volunteer will be placed in a position for which they are not fully qualified or for which St. John Ambulance cannot provide adequate training.

Volunteers will be fully and honestly informed of the expectations and responsibilities of their volunteer position along with any risk or liability which the position might entail.

Volunteers will be made to feel comfortable in declining a suggested placement or in requesting changes to the position expectations at any point in their involvement with St. John Ambulance.

Volunteers have the right to expect work that is meaningful and satisfying to them.

No position is too high in the organizational structure or too skilled for a volunteer, assuming appropriate background and time commitment.

No position should 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.

All volunteers will receive an orientation to St. John Ambulance and its mission, all pertinent safety procedures and policies, and the work to which the volunteer will be assigned.

Volunteers have a right to be fully prepared to perform their volunteer duties as assigned. St. John Ambulance has the responsibility to provide the necessary training for satisfactory volunteer performance.

All volunteers will receive complete, current, and timely training to ensure that they are fully qualified to perform their assigned duties.

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

The volunteer training program is an integral part of volunteering with St. John Ambulance. All volunteers are required to complete the volunteer training program within a specified period of the start of their volunteer placement.

Step 4 References are checked

As needed, call references to confirm written reference or to explore any concerns. See Appendices 5 and 6 to Annex A.

Police Records Check sent for processing

See Appendix 3 to Annex A.

Annex A to StJCI 2-9-2

To determine whether a position warrants a police records check examine the elements of the position:

- the client's vulnerability;
- if the job involves building relationships and mentoring;
- the setting where the job takes place;
- available supervision, who else is around?

Other elements to consider:

- How will the prospective volunteer's background relate to the volunteer work s/he will perform and what is the potential vulnerability of St. John Ambulance or the client / program participants?
- Is what you are asking the volunteer to do reasonable?
- Is it related to clients / needs of the position? Is the decision made in good faith?
- Is it essential?
- Can an effort be made to accommodate without incurring undue hardship or risking health and safety?

Keep in mind that police records checks are just that: They are checks of the records held by police. They are *not* clearances; they are *not* guarantees of good character; they *cannot* guarantee that the person is not a criminal or a dangerous person. They only show convictions for which there has not been a pardon. They do not show charges.

Police records checks are only one part of an effective screening process. See Appendix 10 to Annex A.

The police may have valuable information, however, it is not their responsibility to screen people.

Step 5 Review/Evaluate/Adjust

With new recruits as a resource, *review* and *evaluate* the screening process and volunteer satisfaction. *Adjust* as appropriate. See Appendix 7 to Annex A.

Guidelines

At the end of the probationary period, an interview with the volunteer will take place to evaluate :

- 1) the extent to which the objectives of both St. John Ambulance and the volunteer are being satisfied and
- 2) the screening process.

Terms of the position such as expectations and job description may be renegotiated to bring about a more satisfactory placement for both parties. Other options such as reassignment, referral to another organization or to the local volunteer centre, or placement termination may be appropriate.

Step 6 Graduation

Applicant receives: official enrolment letter, Divisional shoulder flashes.

Guidelines

Service as a volunteer with St. John Ambulance begins with an official enrolment letter for a volunteer position. Notice may only be given by an authorized representative of St. John Ambulance. At the time of final acceptance, each volunteer must complete all necessary enrolment paperwork and receive a copy of their position description and agreement of service with St. John Ambulance.

Step 7 Performance Review / Evaluation

Provide individual performance appraisals to give volunteers feedback on their performance. See Appendix 8 to Annex A.

Guidelines

Evaluation procedures should be non-threatening, constructive, supportive, flexible, and empowering. They should motivate the volunteer to aim for the highest standards and pinpoint where St. John Ambulance can help the volunteer to achieve their goals. The performance review should offer the opportunity for volunteers to give input and negotiate change.

Volunteers have the right to receive regular, constructive feedback on the performance of their assignments.

Evaluation of the work of volunteers will be based on the performance standards specified in the volunteer's position description.

A written record of evaluations will be maintained as part of the file for each volunteer, and referred to for reference purposes.

Where appropriate, corrective action may be called for following an evaluation. Examples of corrective action include changes to the position description, renegotiation of St. John Ambulance expectations or volunteer goals, the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service. See Appendix 9 to Annex A.