

LMHS VOLUNTEERS INC



POLICY & PROCEDURES DOCUMENT

POLICY TITLE: CHANGES TO WORKING CONDITIONS - NRC

POLICY NUMBER: 12.1

POLICY STATEMENT:

The Lyell McEwin Regional Volunteer Association is committed to maximising the safety of its clients and volunteer staff by having clear standards about changes to working conditions for members of its Northern Respite Care program

EXPECTED OUTCOMES:

- * Clear guidelines will exist to guide volunteer and paid staff in facilitating change within the NRC program.
- * That maximum protection shall exist for clients of the program
- * That maximum protection shall exist for volunteers of the program
- * That clear lines of both communication and responsibility shall be established for dealing with any changes within the volunteer / client contract
- * Risk management guidelines shall be met
- * Accurate rostering and records of service will be maintained

PROCEDURES (To implement Policy)

1. When a volunteer commences work within the NRC program, they shall be allocated a suitable client match in consultation with the Manager of Northern Respite Care Services.
2. In consultation with the Manager of NRC, volunteers shall be allocated a regular task to undertake with their client. This shall include a clear understanding about a regular scheduled day or days, and location for the agreed to activity.
3. It shall be a requirement of all new volunteers within the NRC program to undertake training and orientation sessions as determined appropriate by the Manager of the NRC program.
4. As part of the orientation and training process, all new volunteers shall be given a copy of the guidelines and handbook for the NRC program and can expect as part of their orientation to the program that the contents shall be explained clearly to them.
5. NRC volunteers **shall not** visit their client(s) on any additional shifts or on additional days unless *pre-approved* by the NRC Program Manager.
6. NRC volunteers **shall not** alter the regularly arranged activity unless *pre-approved* by the NRC Program Manager.
7. NRC volunteers **shall not** alter the regularly arranged location of their activity with a client unless *pre-approved* by the NRC Program Manager.
8. Should a client be transferred to a residential facility on a *temporary* basis, or to hospital the volunteer should first negotiate these visits with the Manager of NRC.

9. Should a client be transferred to a residential facility on a *permanent* basis, they would no longer remain a client of the NRC program (as determined by NRC funding guidelines). In these circumstances, volunteers would be allocated another suitable client to visit.
10. Volunteers who wish to continue to visit clients who are no longer a part of the NRC program must do this as an independent 'friend', and must not identify themselves as visiting in the capacity of a LMHS Volunteer. The Volunteer Association and NRC program can accept no responsibility for costs incurred or incidents arising as part of visits to clients no longer with the NRC program.
11. Volunteers shall not take a client to their own home for any reason unless *pre-approved* by the Manager of NRC.
12. Volunteers shall only accept gifts from clients in accordance with LMHS Regional Volunteers Policy # 5.10 - "Accepting Gifts"
13. Volunteers shall only assist clients with banking transactions, following appropriate consultation with the Manager of NRC, and in accordance with the guidelines set out in LMHS Regional Volunteer Policy # 8.8 - "Client Banking and Financial transactions"
14. Where prior permission cannot be sought, volunteers should attempt to have a second party witness the transaction and the transaction be reported to the Manager NRC as soon as practicable
15. Breaches of this policy shall be dealt with in accordance to LMHS Regional Volunteer Policy # 6.2 - 'Dealing with unsatisfactory conduct'

Last reviewed March 2008

Approved:
Penny Kearse - President

Dated: