

LYELL McEWIN REGIONAL VOLUNTEERS INC



POLICY & PROCEDURES DOCUMENT

POLICY TITLE

EXPRESSIONS OF CARING & CONCERN

POLICY NUMBER 5.9

POLICY STATEMENT

The Volunteer Association wishes to express appropriate caring and concern for its Volunteers, Board, Clients, and Staff during circumstances such as illness, hospitalisation, marriage, birth and death.

EXPECTED OUTCOMES

- ✓ **Volunteers, board members, clients, supporters and staff members will feel supported, encouraged and comforted by the Volunteer Association's expression of caring.**
- ✓ **There will be equitable and appropriate allocation of resources.**

PROCEDURES (to implement Policy)

1. Illness & Hospitalisation

The Executive Officer or appropriate Team Leader shall, when notified that Volunteers, Board members, clients or staff are facing illness or hospitalisation;

- a) ascertain any factual information from reliable sources as to the extent of the problem (eg If person is sick are they in hospital? how long will their stay be? What is the nature of their illness / injury / hospitalisation?)
- b) as part of (a), ascertain if information should remain confidential
- c) ensure (where appropriate - see point b) that other key personnel are notified of the situation (eg Team Leaders, EO, other volunteers on the same shift etc)
- d) make and encourage personal contact through visits and telephone calls if appropriate.
- e) The EO or Team Leader shall determine the most appropriate item to send to say "We are thinking of you". Minor illness (such as flu's colds etc) would warrant that a card be sent. More serious illness, birth of a baby or other hospitalisation may result in flowers being sent. Flowers to the value of \$80 can be authorised.
- f) Upon learning important news of this kind the Volunteer Administration office shall be informed so that a response can be planned and to ensure that duplication does not occur

2. Death

In the event of a death of a volunteer, staff member, significant past volunteer, client, spouse or other key person involved with the Volunteer Association, the EO or a person delegated by the EO (Team Leader in the case of a client) shall;

- a) ascertain any factual information from reliable sources as to the validity of the report (ie Was the source reliable? Where did the source gain their information? Has the death appeared in the 'death notices'?)
- b) as part of (a), ascertain if information should remain confidential

- c) ensure (where appropriate - see point b) that other key personnel are notified of the situation (eg Team Leaders, EO, other volunteers on the same shift etc)
- d) make and encourage personal contact through visits and telephone calls if appropriate.
- e) The EO or Team Leader shall arrange for flowers to be sent to the home of the deceased (where possible), or for a donation to be made to a requested benefactor. The value of both shall be \$80 maximum.
- f) A notice shall be placed into the Advertiser 'Death Notices' section by the EO or a person delegated by the EO where appropriate.

3. *Other Celebrations*

In situations where volunteers, Board members, clients and significant others are celebrating significant achievements or life events the EO in conjunction with the Team Leader where appropriate shall determine the most appropriate course of action.

Situations this may include are;

- ☛ Marriage
- ☛ Significant anniversaries
- ☛ Extended vacation / leave
- ☛ Resignation from Volunteer Association after significant service
- ☛ Becoming a parent / grandparent

Appropriate courses of action may include;

- ☛ Flowers and cards
- ☛ Other appropriate gifts
- ☛ References
- ☛ Morning / Afternoon Teas

Associated Policies - refer to Policy 9.4 – “TV Hire Discounts for Volunteers and Staff”

Endorsed by Board on January 24th 2001

Last updated on April 2011