

	Dimensions: Safety	HAO Standard: 3.4	Policy: Safety #13
	Original Approval Date: April 21, 2003	Date Revised: February 2, 2009	Revision Approval Date: August 31, 2009

TOPIC: SUPERVISION/SUPPORT OF CLIENT VOLUNTEERS

POLICY STATEMENT:

NNPCN (N/PS) ensures ongoing supervision/support for the client volunteers.

PROCEDURE:

1. During the initial assessment an emergency contact number for the family is identified for the use of the volunteer while in the home. The Team Leader or Program Administrator advises the volunteer of the location of the phone number before their first visit.
2. All new client volunteers will be accompanied by their Team Leader or an experienced volunteer for their first client visit or any subsequent visit as needed.
3. On-going support is provided to client volunteers through:
 - team meetings
 - consultation with multidisciplinary team members
 - Team Leader/Program Administrator during regular business hours
 - professional support through linkages such as the Critical Incident Stress Debriefing Team
 - trained bereavement facilitators
4. On-going supervision includes team meetings as well as a minimum of monthly check-ins with clients/caregivers by Team Leaders. If the client contact is sporadic (i.e. once a month or less), then on-going supervision is bi-monthly.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy