

	Dimensions: Continuity	HAO Standard: 3.3, 5.1A	Policy: Continuity #1
	Original Approval Date: February 17, 2003	Date Revised: August 31, 2009	Revision Approval Date: August 31, 2009

TOPIC: **MATCHES BETWEEN CLIENT AND VOLUNTEERS**
RIGHTS OF CLIENTS AND VOLUNTEERS

POLICY STATEMENT:

NNPCN (N/PS) strives to achieve the best client/volunteer match by considering individual needs. Our goal is to maintain volunteer continuity in the home and to respect the rights of both the client/caregiver and the volunteer.

Long Term Care Act, 1994, S. O. 1994, Chapter 26 – Part III Bill of Rights (Form 054)

PROCEDURE:

1. The Program Administrator/Team Leader completes Client/Volunteer matches following the initial assessment.
2. Consideration is given to:
 - Language
 - Cultural background
 - Specific needs of the client
 - Preferences of the client and volunteer
 - Skills, abilities and experience of the volunteer
 - Specific interests of the volunteer and client
 - Volunteer’s personal bereavement experience
 - Gender
 - Faith
3. The following volunteer rights are considered.
The right to:
 - refuse assignments
 - be treated as equal co-workers
 - have effective supervision
 - receive ongoing education and training

- full involvement and participation
- receive and give feedback
- receive recognition for work done

4. The Team Leader monitors each client match. Changes are made if requested by the client/caregiver or volunteer or when deemed necessary by the Team Leader.

REVISION HISTORY:

DATE mm/dd/yyyy	REVISED BY	REVIEW ONLY (✓)	COMMENTS / MODIFICATIONS	BOARD APPROVAL DATE: mm/dd/yyyy
02/02/09	Bev Charron		Amendment 08/31/09	08/31/09