

Policy 8.14

POLICY TITLE:	VOLUNTEER AND INTERNSHIP POLICY	POLICY # 8.14	
Topic Area:	HUMAN RESOURCES	Page 1 of 4	REVIEW DATES
Applies to:	LRE Staff and Volunteers	ISSUED BY: Chief Executive Officer	11/27/17
Developed and Maintained by:	LRE CEO, LRE COO, LRE HR Coordinator	APPROVED BY: Board of Directors	
Supersedes:	N/A	Effective Date: October 1, 2016	Revised Date: 11/18/2016

I. POLICY

It is the policy of Lakeshore Regional Entity to identify worthwhile and satisfying opportunities for volunteers and interns and to ensure that their skills and interests are best served by the volunteering opportunity offered. Volunteers will be introduced to staff members, made to feel welcome, valued for what they offer and thanked for their contribution. staff.

II. PURPOSE

- A. To involve volunteers and interns in ways that will increase our contact with the local communities we serve.
- B. To benefit from the skills and perspectives volunteers and interns bring with them.
- C. To offer volunteers and interns new skills and experiences.
- D. To assist us in meeting the needs of consumers and community stakeholders.

III. APPLICABILITY AND RESPONSIBILITY

All staff members and volunteers of LRE.

IV. MONITORING AND REVIEW

It will be the responsibility of Lakeshore Regional Entity to regularly review the operation of this Volunteer Policy and to make sure it complies with the Equal Opportunity Policy and current best practices for volunteers and internships.

V. DEFINITIONS

- A. **Volunteer** – a person who voluntarily of his or her own volition participates without pay.
- B. **Intern** – a person who works without pay in order to gain work experience as part of obtaining a professional degree from an educational institution.

VI. PROCEDURES

- A. Lakeshore Regional Entity will produce a plan of work or role description for all voluntary and internship opportunities.

- B. Lakeshore Regional Entity will apply its Equal Opportunities policy at all times in relation to both recruitment and support of volunteers and interns.
- C. Lakeshore Regional Entity will help any volunteer or intern overcome barriers that may make it difficult for them to volunteer at Lakeshore Regional Entity.
- D. Discussions will be held with all prospective volunteers and interns, and their references. Lakeshore Regional Entity will also supply a reference to any previous volunteers or interns seeking other voluntary work or paid employment.
- E. All volunteers and interns will be entitled to a structured induction period, to familiarize them with the work of Lakeshore Regional Entity in general and their own area of work in particular. Training will be offered where it helps them fulfil their role effectively and as funds permit.
- F. All volunteers and interns will be asked to sign an Agreement which requires them to abide by the rules and principles of the organization. These will be clearly explained and copies of appropriate policies and procedures made available.
- G. Volunteering or participating in an internship does not guarantee future employment.
- H. All volunteers and interns will be briefed about the importance of maintaining confidentiality and asked to sign a confidentiality statement. Lakeshore Regional Entity will also respect the confidentiality of its volunteers and interns, and will not release any information about them without their consent.
- I. Lakeshore Regional Entity's volunteers and interns shall not work with children. All volunteers and interns will need to demonstrate to Lakeshore Regional Entity that they are fit for the role that they are undertaking. For some roles this would require undertaking the taking up of references and the receipt of a relevant CRB check.

VII. SUPPORT AND SUPERVISION

A. For Volunteers

1. All volunteers will be assigned a named person as their main contact. They will be provided with regular supervision, feedback on progress, discussion of future developments and any problems.
2. Volunteers will be encouraged to express their views on matters concerning the organization.
3. Volunteers will be introduced to staff members, made to feel welcome,

valued for what they offer and thanked for their contribution.

B. For Interns

1. The supervisory relationship is important to the LRE and will be established to meaningfully assist the intern in developing the professional competencies desired from his/her internship experience.
2. All interns will be assigned a person as their main contact and supervisor. They will be provided with regular supervision with the appropriate person, having the appropriate credentials when required.
3. All interns will receive routine monitoring, oversight for compliance with legal, ethical, and professional standards, skill development and/or enhancement, regular feedback and evaluation, and professional experiences and opportunities.
4. For clinical related internships, the Chief Operating Officer in collaboration with the Clinical Officer will work with supervisors to ensure documentation of their clinical supervision is adequate and the appropriate form is used to report the date, duration of supervision, topics discussed, and actions to be taken by the volunteer and/or supervisor. The Chief Operating Officer will maintain the LRE's record of all approved clinical supervision hours for educational and licensing requirements. However, it is the responsibility of the intern to make sure his/her hours are tracked and it is brought to the COO for approval.
5. Interns will be given the opportunity to discuss their progress, future developments and any problems. A grievance procedure exists to deal with unresolved problems.
6. Interns will be encouraged to express their views on matters concerning the organization. Their opinion will be sought concerning any changes or developments which may affect them.
7. Interns will be introduced to staff members, made to feel welcome, valued for what they offer and thanked for their contribution.
8. LRE will assure a signed agreement is in place with the educational institution and will obtain the program details in order to follow and comply with what the intern is required to achieve.

VIII. INSURANCE

- A. All volunteers and interns are covered by Lakeshore Regional Entity's general liability insurance policy while they are on the premises or engaged in Lakeshore Regional Entity's work.

- B. Volunteers and interns are not covered in the company's Workers' Compensation program. The LRE will ensure the student intern are covered by the educational institution's liability insurance liability.
- C. Lakeshore Regional Entity will ensure that volunteers and interns are made aware of health and safety procedures and requirements, and will, as far as practicable, provide a safe environment for volunteers.

IX. PAYMENT

- A. Volunteers and interns are not entitled to wages or other compensation and do not create an employment relationship under the Fair Labor Standards Act.
- B. Volunteers and interns will be encouraged to claim work related travel expenses. Reimbursement of other out-of-pocket expenses will be considered where funding permits.

X. TERMINATION

- A. Lakeshore Regional Entity reserves the right to terminate a volunteer or internship relationship. This will be done in writing. Lakeshore Regional Entity will where possible try to give volunteers and interns at least two weeks' notice of termination of the relationship but has the right to terminate the relationship without notice at any time without prejudice.
- B. Anyone withdrawing as a volunteer or intern is asked to give your supervisor as much notice as possible. Lakeshore Regional Entity requests two weeks' notice of you leaving, but recognizes your right to withdraw at any time without prejudice. You will be offered an exit interview upon leaving Lakeshore Regional Entity.

XI. RELATED POLICIES AND PROCEDURES

None