



## **Santropol Roulant's Volunteer Screening Procedures**

# Santropol Roulant Volunteer Screening Procedure

## 1. Determining the Risks:

The clients who are receiving services through the intergenerational Meals-on-Wheels program are living with a loss of autonomy. 90% of these clients are elderly, most live alone; many are living with illness and/or physical and mental disabilities. These clients are vulnerable because of their loss of autonomy and therefore, SR must undertake certain precautions to ensure that they receive proper support and care.

Meal delivery takes place at the client's home and, therefore is unsupervised. After training takes place, some volunteers will deliver meals without a partner. There is a risk of anti-social behavior.

## 2. Position Descriptions:

See the Volunteer Handbook

## 3. Informal Interview:

All Santropol Roulant staff members are trained to conduct informal interviews. Every PV (prospective volunteer) who attends a volunteer training session will have already undergone an informal interview with a SR staff member. This interview serves to get some basic information about the PV's experience, personality and motivations for volunteering. The staff member who conducts the informal interview signs up those PVs who are judged appropriate for the volunteer program for the training session.

\*See section 'Interviewing Prospective Volunteers' in this booklet (p. 5).

## 4. Police Record Checks:

Santropol Roulant does not request police record checks for volunteers given the number of volunteers that are being introduced into the program on a regular basis. Since police checks take approximately 30 days to process and are costly, this is not a realistic option for Santropol Roulant and individual volunteers must therefore apply for each police check themselves.

In the GENERAL CONDITIONS OF VOLUNTEERING section of the Volunteer Handbook, under Training & Commitment, it is stated that, *“If you have been convicted of a criminal offense involving violence or theft, and have not received a pardon, you must let us know so that a reasonable decision can be made regarding your candidacy and assignment. This information will be kept confidential in accordance with the applicable legal rules.”*

The Volunteer Coordinator or other staff person facilitating the volunteer training session will also draw attention to this section of the Volunteer Handbook verbally during the training.

## 5. Training Session:

- Every PV fills out an Application Form, (emergency contact, reference)
- Every PV signs the Volunteer Statement - there is a copy for volunteers in the Volunteer Handbook, a signed copy of the application form for office use.
- The person leading the training session will emphasize the following three aspects of the General Conditions of Volunteering when volunteers are filling out the Application forms:

1. Criminal record disclosure
2. Drugs and alcohol use prohibited
3. Importance of privacy & confidentiality

- An opportunity to observe the PV's level of enthusiasm, interest, knowledge of SR - follow up with any questions or concerns, discuss expectations & scheduling one-on-one.
- Group dynamic allows staff to observe the ways that each PV interacts with different types of people, level of comfort in a group setting, ability to communicate well.

## **6. Ongoing Training and Supervision:**

- Every volunteer has access to the Volunteer Handbook to refer to. It includes: History & Mission of SR, Volunteer Position Descriptions, Conditions of Volunteering.
- Staff and drivers act as trainers for new volunteers. New volunteers are paired up with experienced deliverers for their first three shifts or until deemed necessary by SR staff. Some volunteers will require supervision in the form of a 'delivery partner' throughout their entire volunteer experience with SR. The training philosophy is hands-on and 'learn-as-you-go', benefiting from the experience and expertise of others.
- KITCHEN SHIFTS: A staff member (kitchen manager or kitchen coordinator) supervises all volunteers in the kitchen throughout the day. These staff members ensure that health and safety standards are being met and that volunteers have a safe and comfortable environment in which to work.

## **7. Follow Up and Evaluation:**

- The 'Stay Late' staff member follows up with each volunteer when they return to the SR offices after their volunteer delivery shift. This is an opportunity to get feedback, one-on-one about that particular volunteer shift and also about their volunteer experience in general.

- Client check-ins - regular phone calls to clients to determine their level of satisfaction with the services provided - including their interactions with volunteers.

## 8. Special Volunteers

Volunteers who are fulfilling the requirements of a school, community or compensatory work program, reintegration/reinsertion program or any other special program requiring a certain number of hours be 'volunteered' are required to notify the volunteer coordinator of their needs in advance of volunteering with SR. The volunteer coordinator will determine schedules and appropriate assignments according to supervision required, abilities, and personality of the individual. More personal and/or contact information may be required of these individuals - i.e., information about the referring school, organization, faculty, caseworker, and supervisor.



# Interviewing Prospective Volunteers

## A Guide for all Santropol Roulant Staff

At Santropol Roulant our interview process is informal and takes place at the time when a prospective volunteers (PV) inquires about volunteering opportunities at Santropol Roulant.

Any staff that greets a PV can conduct the interview. The exchange should involve asking specific questions of the PV and answering their questions about SR.

- If, after conversing for a few minutes, you feel the PV would be an appropriate addition to the SR volunteer base, you may sign them up for an upcoming volunteer orientation session. Please refer the PV to the volunteer section of the SR website in order to be better prepared to participate during the orientation session.
- If you do not feel that the PV would be an appropriate volunteer, you should communicate this to them. (See section “ways to say ‘No thanks’” on p. 7)
- If you are unsure or have concerns about a PV’s appropriateness for the volunteer program, you should refer the PV to the volunteer coordinator for a more in-depth interview.
- If you do not have time to conduct the initial informal interview, please ask another staff member or the volunteer coordinator to do it. The informal Interview should not be rushed through or cut short.

## **What to look for when interviewing a prospective volunteer in order to determine their suitability for the SR volunteer program...**

- ability to communicate well, ease in relating

- availability - schedule
- positive attitude
- trustworthiness
- level of enthusiasm and commitment
- questions asked about S.R and the volunteer position
- flexibility, maturity, stability
- preference for group or individual setting
- level of self-confidence
- knowledge of the community
- reasons for coming to S.R

## **Informal Interview Questions**

Remember to use open questions and positive listening to get the most information from the PV. You don't need to follow this as a script, but use these examples to form questions in your own words.

### **EXPERIENCE**

1. Have you already done volunteer work? Where? For how long did you do it?
2. What clientele were you working with?
3. What were your tasks and responsibilities?
4. Are you still a volunteer with that organization? If not, why?
5. What did you enjoy the most or the least about the organization?
6. What did you gain from the experience?

### **PERSONALITY**

1. Why do you (want to) volunteer?
2. What are your (passions, interests, hobbies, talents, skills)?
3. Are you more comfortable working in groups or on your own?

4. What types of people are you most interested in working with? Are there types of people you feel would be unable to deal with?

## **Ways to say “no thanks” to a prospective volunteer...**

Although it is difficult to say “no” to a PV, not everyone is suitable for the SR volunteer program and it is much easier to establish this BEFORE they start volunteering than afterwards. We are very flexible and can accommodate many different types of people as volunteers, but if you feel that someone is really not appropriate, (because of availability, personality, - trust your judgement), it is important that you communicate that to the PV. The following are suggestions of how to gently yet clearly tell a volunteer “Thanks, but NO thanks”.

- I wish we had something suitable, but we don't at this time
- Our program does not demand the skills you wish to offer
- Let me put you in contact with the Volunteer Bureau of Montreal...
- Your availability doesn't coincide with our shifts...
- Unfortunately, the job you are best qualified for is already filled
- I don't think you'll get what you want out of volunteering with us

\*The following is a sample copy of the signing portion of the Volunteer Application form that we keep on file at Santropol Roulant.

# GENERAL CONDITIONS OF VOLUNTEERING

## Training & Commitment

To apply as a volunteer, please fill out and sign this form and attend one of our VOLUNTEER ORIENTATION SESSIONS. Please be aware that, because of Santropol Roulant's moral and legal obligation to safeguard the well-being of its members, who are among the most vulnerable in society, your personal reference may be contacted and other screening procedures may be used before you are accepted as a volunteer. If you have been convicted of a criminal offence involving violence or theft, and have not received a pardon, you must let us know so that a reasonable decision can be made regarding your candidacy and assignment. This information will be kept confidential in accordance with the applicable legal rules. Santropol Roulant reserves the right to require volunteers to change responsibilities or discontinue their service if they are not compatible with the volunteer program. Volunteers are not paid for their services.

## Special Volunteers

If you are volunteering to fulfill hours assigned through a school program, a community work/compensatory work program or a reinsertion/reintegration program where you will need your hours documented, paperwork filled out, or letters written confirming the number of hours volunteered, it is MANDATORY that you convey this to the Volunteer Coordinator before beginning to volunteer with Santropol Roulant.

## Scheduling

Once you have signed your name up on the Volunteer Schedule for a shift, we consider it a confirmation that you will be present for that shift. If, for any reason, you are unable to come in for your volunteer shift, it is

absolutely necessary that you notify us, preferably 24-hours in advance. Similarly, if you know that you will be late for your shift, please call us and let us know. **It is particularly important that you arrive for deliveries by 2:45 p.m.**

## Bicycle

Volunteers are welcome to use the bicycles supplied by the Roulant for deliveries. You are required to use the helmets and locks available. During the fall and winter months, deliveries occur after sunset so please wear bright clothing. Please exercise good judgement while using bicycles: Santropol Roulant assumes no responsibility for you safety on the road.

## Hygiene/Sanitation/Safety

Santropol Roulant is a HEALTH ORGANIZATION that provides a food service, and therefore must uphold the strictest standards of sanitation and hygiene. The food must be prepared in sanitary conditions and handled with the utmost care and cleanliness.

Both volunteers in the kitchen and on deliveries must be aware of these standards and make efforts to have clean hands and appearance at all times. **If you are sick or contagious please DO NOT come in.** Our clientele is considered to be particularly susceptible to illness and should not be put at risk.



DRUG and ALCOHOL use are absolutely forbidden while representing Santropol Roulant within the community and while working with our clients. For safety reasons, anyone judged to be under the influence of drugs or alcohol will not be permitted to work in the kitchen or to deliver meals. Volunteers using drugs or alcohol may be asked to discontinue their participation in the Volunteer Program at Santropol Roulant.

## **VOLUNTEER STATEMENT**

I agree to respect the privacy and security of the people whom I serve and with whom I work. I will hold in confidence all personal information about clients, staff and other volunteers that comes to my attention while volunteering at Santropol Roulant. I will not transmit any personal information on clients to any outside person or organization except as permitted by law. I will not use clients' personal information (such as name, address, phone number and the like) for any purpose. I agree to comply with Santropol Roulant's policies and procedures as set out from time to time, including particularly the policy on harassment and the volunteer handbook, and to do my best to represent Santropol Roulant well in the community. I will be solely responsible for my belongings and myself during my volunteer shift, whether on the premises or elsewhere, to the exoneration of Santropol Roulant and its staff.

I have read, understood and agree to abide by the attached GENERAL CONDITIONS OF VOLUNTEERING.

\_\_\_\_\_  
Volunteer's Signature

\_\_\_\_\_  
Name (please print)

\_\_\_\_\_  
Date



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Santropol Roulant Volunteer Screening Procedures,  
Last revised March 2008



We acknowledge the financial support of the Government of Canada through the Department of Canadian Heritage. The opinions expressed in this web site do not necessarily reflect those of the Department of Canadian Heritage.

Nous reconnaissons l'appui financier du gouvernement du Canada par l'entremise du ministère du Patrimoine canadien. Les opinions exprimées sur ce site Web ne reflètent pas forcément celles du ministère du Patrimoine canadien.

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