

## Our Services

### How Do We Protect Children?

We offer a wide range of services to families to ensure that all children will be safe from harm

- Adoption Disclosure Services
- Adoption Services
- After Hour Services
- Children's Services
- Corporate Services
- Family Services
- Foster Care Services
- Intake Services
- Protection Support Services
- Volunteer Services

## KHCAS Locations

### Peterborough

1100 Chemong Road  
1-800-661-2843 or  
705-743-9751

### Lindsay

42 Victoria Street North  
1-800-567-9136 or  
705-324-3594

### Haliburton

P.O. Box 958  
1 Maple Avenue, HALCO Plaza  
1-800-661-1979 or  
705-457-1661

<http://www.khcas.on.ca/>



# Volunteer Handbook



The Kawartha-Haliburton Children's Aid Society (KHCAS)  
is a Non Profit Organization funded by the  
Federal Government and the Provincial Government

# Kawartha-Haliburton Children's Aid Society

## ***Mission Statement***

Our Mission, in partnership with the community, is to protect children and promote their best interests through the provision of services under the Mandate of the Child and Family Services Act.

## ***Values***

**We** believe that all children have the right to a safe, secure and nurturing environment that will promote their optimum growth and development within their families and communities.

**We** respect and promote family self-determination and advocate extended family involvement and/or community support while protecting children.

**We** recognize that every child needs stability and believe that immediate and ongoing assessment of both child and environment is essential to implement plans for the best interests of the child on a long-term basis.

**We** respect the uniqueness of each child's and family's culture religion, heritage and community.

**We** believe our Society should protect children, in partnership with the community, through cooperative, informed, respectful and reciprocal relationships.

**We** value and practice ethical principles which include honesty, respect, integrity and the promotion of service excellence.

# Children's Aid Society General Membership

Memberships can be purchased through the Kawartha-Haliburton Children's Aid Society at a modest cost. In this way I can...

- ✓ Support the work of the Society
- ✓ Vote at the Annual General Meeting
- ✓ Stand for nomination to the Board of Directors
- ✓ Receive the Journal of the Ontario Association of Children's Aid Societies, published ten times annually
- ✓ Keep informed about child welfare matters

## An Historical Look at the Children's Aid Society

- 1892 - The English National Society for the Prevention of Cruelty to Children was founded by J. Hampden-Burnham for the City and County of Peterborough.
- 1893 - The Ontario Legislature recognized the need for the authority of Courts for the improved protection of children under the "Children's Protection Act". Thus the Children's Aid Societies were established. The Peterborough Society for the Prevention of Cruelty to Children was recognized according to the provisions of the "Act", thus establishing the C.A.S. for the city and county of Peterborough.
- 1900 - The Children's Aid Society was formed in Victoria and Haliburton Counties.
- 1923 - The Haliburton County C.A.S. and the Victoria County C.A.S. amalgamated.
- 1933 - Formal incorporation of the C.A.S. for the City and County of Peterborough took place.
- 1965 - The counties of Haliburton, Victoria, Peterborough and the City of Peterborough amalgamated thus establishing the Kawartha-Haliburton Children's Aid Society.

# Confidentiality

Confidentiality is an ethical obligation of all Staff, Board of Directors, Volunteers, Foster Parent's, etc. A volunteer may be put into a position where people confide in them. Such confidences must not be shared with anyone outside the KHCAS. Failure to adhere to the Society's policy on confidentiality will result in dismissal of the volunteer.

# Termination

A Volunteer may be terminated by the Society for the following:

- ✓ Inappropriate behaviour with an adult or child client
- ✓ Validation of an abuse allegation
- ✓ Failure to notify the Society of a criminal offense after the initial Criminal reference check has been carried out
- ✓ Failure to declare a conflict of interest in an assignment
- ✓ Other behaviour which, in the opinion of the worker and/or Co-ordinator of Access & Volunteer Services, indicates the need to terminate the volunteer, e.g.: breach of confidentiality, unethical behaviour

# The KHCAS Volunteer Program

The Volunteer Program started in Peterborough as a part-time project in October 1978 through funding of non-tax dollars. In May 1981 it expanded to a full time program providing services out of the Society's Lindsay office. In 1983, this service further expanded to include Haliburton County.

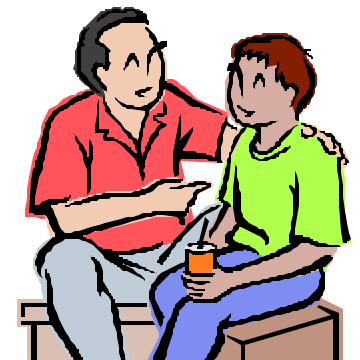
Our volunteers range in age from 16 - 65+ and work with children in a variety of capacities including *Special Friends*, *Tutors* and *Drivers*, to name a few.

# The Program Co-ordinator for Volunteers

The Co-ordinator of Access & Volunteer Services works with staff and volunteers to accomplish goals under the "Alternate to Care" service.

The Co-ordinator is responsible for:

- ✓ Recruiting Volunteers
- ✓ Interviewing Volunteers
- ✓ Screening Volunteers
- ✓ Placing Volunteers
- ✓ Supervising Volunteers
- ✓ Liaising with staff
- ✓ Evaluating Volunteer roles and responsibilities
- ✓ Administering the Volunteer Program



# Volunteers

A volunteer at the KHCAS is anyone who performs a service on behalf of the KHCAS on a voluntary basis, without payment (reimbursement for out-of-pocket expenses is provided).

Volunteers represent a cross section of our total population including employed, unemployed, parents, students and retired individuals.

Volunteering can provide the opportunity for increasing community contacts, developing new skills and self-confidence.

Volunteers have a sense of commitment, a sense of compassion and a sense of community involvement.

Volunteers provide direct service to children such as transportation or special friends roles.

Volunteers are assigned tasks that take into consideration their time availability, skills, interest, commitment and experience.

## Interviewing & Screening Volunteers

- ✓ The Co-ordinator of Access & Volunteer Services will interview all volunteer applicants at least twice to assess the applicant's suitability and to determine a volunteer placement according to interest, skill, time availability and commitment.
- ✓ Each applicant shall complete an application form.
- ✓ Each applicant shall provide the names, addresses, and telephone numbers of two references who have known the applicant for at least two years and are not related.
- ✓ All applicants will be requested to authorize/initiate a Police Record Check in accordance with Society Policies and Procedures.
- ✓ The Coordinator of Access & Volunteer Services shall complete an internal-agency file check on all applicants.
- ✓ The Coordinator of Access & Volunteer Services shall make a final decision on the suitability of each Volunteer applicant based on the information above.

## Guidelines for Utilizing Volunteers

1. Training of staff in the use of volunteers is a necessary component of a Volunteer Program. This training shall be provided by the Co-ordinator of Access & Volunteer Services, including the orientation of new staff.
2. Volunteer positions are varied and comprise important positions within the KHCAS. A thorough screening process is therefore necessary.
3. Volunteers shall receive an initial orientation/training. Ongoing training via KHCAS workshops as well as community workshops should be encouraged as a means of enhancing the volunteers knowledge, skill and confidence required to perform assigned tasks. Volunteers shall be invited to relevant KHCAS activities.
4. Volunteers shall be assigned to tasks that take into consideration their strengths, interests, experience, time availability and commitment. Client and volunteer needs are predominant factors to consider when determining volunteer placements.
5. Volunteers shall receive regular ongoing supervision from the Co-ordinator of Access & Volunteer Services.
6. Volunteers shall be reimbursed mileage at a rate established by the KHCAS.
7. Recognition and appreciation of volunteers is an important element in the process of encouraging and supporting volunteers in their valued work on behalf of the KHCAS and its clients.

# Procedures for Staff Requesting Volunteers

1. A worker requesting a volunteer should submit a “request for volunteer” form to the Coordinator of Access & Volunteer Services providing the necessary information about the task to be completed.
2. The Coordinator of Access & Volunteer Services shall select a volunteer suitable for the task.
3. The Coordinator of Access & Volunteer Services shall inform the worker of the volunteer assigned to complete the task.
4. The case worker shall be responsible for introducing the volunteer to the client when placed as a special friend.
5. When a volunteer assignment is completed the worker shall notify the Coordinator of Access & Volunteer Services and shall not independently reassign the volunteer. The Coordinator of Access & Volunteer Services must handle further placements.
6. A worker or volunteer who is dissatisfied with the assignment and its performance, should discuss this with the Coordinator of Access & Volunteer Services. The Coordinator shall then convene a meeting with the volunteer and the worker in an attempt to resolve differences. If differences cannot be resolved the volunteer shall be reassigned.
7. A client or volunteer who is dissatisfied with the assignment and its performance should discuss this with the caseworker. If difficulties cannot be resolved between the client and volunteer, the volunteer shall be reassigned.



# What You can Expect as a Volunteer of the KHCAS

- ✓ An introduction to the Agency and the volunteer program
- ✓ An understanding of the assigned task
- ✓ To sign a contract that outlines assignment duties
- ✓ Supervision of the assigned task
- ✓ A chance to assume more responsibility as you become more experienced
- ✓ Answers to questions that arise

# What the KHCAS will Expect of You

- ✓ Commitment
- ✓ Reliability
- ✓ Punctuality
- ✓ Respect for confidential information
- ✓ To notify your supervisor in advance if you are unable to meet a commitment



# Automobile Safety

When transportation is being provided, there is a responsibility on the part of the driver to maintain their vehicle in a safe condition while transporting KHCAS clients and ensure the safety of all passengers. Accordingly, the following rules must be followed:

- ✓ All passengers must wear a seatbelt
- ✓ The vehicle must be equipped with the necessary tether bolt assembly for use when securing a car seat as required by the law when transporting children
- ✓ All legislation concerning automobile safety must be adhered to by all volunteers
- ✓ Very young children must be securely fastened in a car seat. The seat must be anchored to the vehicle with the tether strap secured in the back seat of the vehicle. (The KHCAS has both the infant and toddler car seats available)
- ✓ Ensure there are no loose articles on the floor of vehicle which could potentially cause injury (i.e. bottles, cans etc.)
- ✓ There shall be no smoking in vehicles carrying KHCAS involved children.

Plenty of time should be allowed to complete the drive. It must be remembered that drivers are responsible for the safety of their passengers.



# Automobile Insurance

As with all employees and foster parents, volunteers who use their vehicle to provide a service on behalf of the Children's Aid Society must carry a minimum of \$1,000,000.00 liability insurance. If an accident does occur while carrying out a task on behalf of the Children's Aid Society, the KHCAS must be notified immediately.

# Volunteer Mileage Reimbursement

- ✓ Any Children's Aid Society volunteer using a vehicle for the purpose of providing a volunteer service shall be reimbursed at a rate established by the KHCAS. When a mileage form is submitted, the distance traveled must be specified as "miles" or "kilometers" according to the vehicle.
- ✓ Any volunteer incurring parking or food costs while carrying out a service on behalf of the Children's Aid Society should submit a receipt for reimbursement.
- ✓ Volunteers shall submit their mileage/expense form to the Coordinator of Access & Volunteer Services at the end of each month.