

PAL Stratford Inc.

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Community Outreach Volunteer Guidelines

Volunteers working on behalf of PAL Stratford in people's homes are covered if the property owner has completed and signed a "Client Intake Form" and submitted it to the Board Secretary, and provided that volunteers:

1. Have submitted proof of annual police checks to the Board Secretary,
2. Never cross the line by giving what is deemed "Professional advice", defined as all advice that would be given by a medical, legal, or financial professional,
3. If a PAL volunteer offers resources such as a lawyer, a doctor, or a therapist, a list of **THREE** lawyers, doctors or therapists must be recommended. Offering fewer than three names invites questions about arm's length and could invite questions about offering specific professional advice rather than a general list of resources,
4. Never take on the role of a personal support worker (no changing bandages, administering medication et cetera, or anything of a personal nature),
5. **PAL Stratford volunteers can only offer gardening, light housekeeping, shopping, and other errands such as laundry for the homeowner. These tasks are fully covered under PAL Stratford's Commercial General Insurance Policy.**

In addition, when volunteering inside someone's home, the following policies need to be followed for the volunteers' protection:

1. Volunteers are under a legal obligation to notify someone should they be concerned about the well-being of an outreach participant. **The volunteers are in no way being asked to make a diagnosis. All they need to do is notify the "Trusted Contact" listed on the Client Intake Form.** A "trusted contact" has a wider scope than an "emergency contact" because the situation may not look like an emergency, but it is concerning. The liability here is that should a participant prove to be in a serious situation and the PAL Stratford volunteers didn't report it to the trusted contact, then PAL Stratford Inc. could be held liable for whatever transpired with that participant.
2. **Volunteering in Pairs:** It is crucial that all volunteers go into Outreach participants' homes in pairs.
3. **Logbooks** must be kept, recording the date and time of every visit including time of departure, what tasks were addressed, and anything else that involved the volunteers.

Offering rides in personal vehicles: PAL Stratford's insurance policy does not cover volunteers who drive outreach participants in the volunteers' cars any distance, for any reason, at any time. A taxi service account is available, or we can assist participants to sign-up for One Care services.

AFFIRMATION REGARDING VOLUNTEER GUIDELINES

I have read, understood, and agree to follow the above Guidelines. Failure to do so will result in termination as a volunteer.

Name (please print): _____

Date: _____ Signature: _____