



**Canadian Mental
Health Association**
Nipissing Regional Branch
Mental health for all

**Association canadienne
pour la santé mentale**
Filiale régionale de Nipissing
La santé mentale pour tous

Volunteer Process

All volunteers must officially register with the agency's volunteer program. All potential volunteers will be taken through the following process:

1. Applications will be received, dated/stamped and forwarded to the Volunteer Coordinator.
2. The Coordinator will set up a file, check references and arrange a personal interview to establish the expectations of all parties.
3. If the applicant is suitable, a Criminal Reference Check including a Vulnerable Sectors Check will be conducted at the applicant's expense and reviewed by the Coordinator. If for any reason the applicant is not suitable, the Coordinator will meet with the individual to discuss the decision.
4. Once the volunteer is accepted, orientation will be arranged. The Volunteer Coordinator in collaboration with the appropriate staff will develop a specific Job Description. Orientation will include a review of the Volunteer Manual, agency policies and procedures, information on the diverse programs and services offered within the agency as well as volunteer positions available and information about mental illness and placement specific matters. Orientation will be offered quarterly throughout the year.
5. The volunteer will be given a tour and a general orientation of the agency to ensure that others know and recognize who they are and to pave the way for a meaningful and comfortable experience for all involved.
6. The volunteer will be asked to sign the required documentation such as the Job Description and Oath of Confidentiality, and be introduced to the sign in sheet (which indicates their involvement, hours worked, and any issues to be resolved) and will be asked to complete it each time they volunteer. These sheets can be found at each volunteer location within the agency.
7. Volunteers will have the opportunity to participate in formal performance evaluations on a regular basis with the Volunteer Coordinator and other staff members if requested. Constructive feedback and goal setting are the purpose of these evaluations. Volunteers will also be asked to evaluate the Volunteer Program, policies and procedures, and their overall experience with the agency and provide suggestions for improvement.
8. When a volunteer leaves the agency for whatever reason, an Exit Interview will be offered with the Volunteer Coordinator or a member of the management team if requested.
9. Regular appreciation and contribution of a volunteer is expected of all agency employees and an annual event will be organized by the Volunteer Coordinator to formally recognize and appreciate the individual contributions each volunteer makes to CMHA Nipissing.

Contact the Volunteer Coordinator at **705-474-1299** or **bkelly@cmhanipissing.on.ca** if you are interested in volunteering with our agency and you'll be provided with a Volunteer Package.