

Type of Policy	LODGE		
Title	Volunteer Policy	Policy No.	LDG-046

Purpose: To outline the roles, responsibilities, rights, and expectations of volunteers at the Heimstaed Lodge. It aims to ensure that all volunteer activities support the Lodge's mission to provide a safe, respectful, and caring environment for our seniors.

Scope

This policy applies to all individuals who volunteer their time and services to the Heimstaed Lodge, whether regularly or occasionally.

Definitions

- **Volunteer:** An individual who offers time and services without financial compensation.
- **Clients:** Individuals who reside at the Lodge.
- **Supervisor:** The staff member responsible for overseeing volunteer activities.

Volunteer Eligibility

Volunteers must:

- Be at least 18 years of age (unless part of an approved youth program).
- Submit a completed application and interview with the Department Supervisor.
- Provide a current Vulnerable Sector Check.
- Provide at least two personal references.
- Attend orientation and training sessions.

Responsibilities of Volunteers

Volunteers agree to:

- Treat all clients, staff, and fellow volunteers with respect and dignity.
- Maintain confidentiality of clients and Lodge operations.
- Perform only those tasks assigned and approved by staff.
- Communicate availability and notify staff if unable to attend a scheduled shift.
- Wear Lodge-issued name tag while on duty.
- Abide by all health and safety protocols, including infection control procedures.

Responsibilities of the Lodge

The Lodge will:

- Provide orientation and training for all volunteers.
- Assign a staff supervisor for support and guidance.
- Recognize and appreciate volunteer contributions.
- Ensure a safe and respectful work environment.
- Provide insurance coverage for volunteers while performing assigned duties.

Prohibited Activities

Volunteers must not:

- Administer medications or medical treatments.
- Lift or physically transfer clients without proper training and authorization.
- Share personal contact information with clients.
- Accept gifts or money from clients or families.
- Engage in romantic, financial, or exploitative relationships with clients.

Confidentiality

Volunteers are required to sign a confidentiality agreement and must not discuss clients' personal or health information outside the Lodge.

Code of Conduct

Volunteers must uphold the values of integrity, compassion, professionalism, and inclusivity. Any form of harassment, discrimination, or abuse will result in immediate dismissal.

Dismissal of Volunteers

The Lodge reserves the right to suspend or dismiss a volunteer for:

- Breach of confidentiality.
- Inappropriate behavior or misconduct.
- Repeated unreliability or absenteeism.
- Failure to comply with Lodge policies and procedures.

Feedback and Evaluation

Volunteers are encouraged to provide feedback and may be asked to participate in regular evaluations to ensure mutual satisfaction and identify areas for improvement.

Approved by:

Supervisor: _____

Date: _____

Volunteer Signature: _____

Date: _____

	Date	Motion Number
Approved	August 20, 2025	Motion Ops 25-006
Amended		
Amended		