



## Policies and Procedures

### **Volunteer Exit Interview**

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#### Purpose:

To provide a mechanism where a volunteer participates in an exit interview to ensure necessary separation documentation is available and as a quality improvement measure for Caledon Community Services. If a volunteer resigns, retires or is terminated (where applicable) an interview will be part of the exit process.

#### Policy:

This policy will provide guidelines to follow in the event that a volunteer is asked to participate in an exit interview.

#### Procedures:

Upon notice of departure, CCS will offer the volunteer the opportunity to have an exit interview.

Interviews can be conducted by telephone or in person as soon as possible after the volunteer has expressed their desire to leave. Attempts to contact the volunteer will be recorded up to three attempts.

The exit interview will take place in a private office by the Volunteer Resource Specialist or designate.

The intention of the exit interview is to:

- Ensure the volunteer understands their obligation to the organization to not disclose confidential information
- Obtain information from the volunteer about why the separation has occurred
- Ensure the return of Caledon Community Services property

The interview will be documented and placed in the volunteer's file.

Feedback gathered during exit interviews will be summarized at least **quarterly** and reviewed by the Volunteer Resource Specialist and the Community Resources Director. This summary will then be shared with the Senior Leadership Team (RCT), looking for ways to enhance Caledon Community Service's operations.

**Reference:** Volunteer Exit Interview Form  
Volunteer Termination Policy

**Date Developed:** June 2015

**Date Approved:** November 2015