



Policies and Procedures Manual

Volunteer, Student Personnel Records

Purpose:

To provide a mechanism to maintain volunteer personnel records/files that are complete and contain all the pertinent information that is required by Caledon Community Services.

Policy:

This policy will provide guidelines to ensure the consistent maintenance of volunteer records/files upon placement and on an annual basis. Any information collected and stored will be considered confidential as mandated by Caledon Community Services Information Privacy Policy.

Procedures:

Caledon Community Services will maintain a confidential paper and electronic file for each volunteer. The file will include information collected for volunteer best practices and any other information deemed necessary by Caledon Community Services. For a list of the minimum information required in a Volunteer file, refer to the:

- Volunteer and Student Placement and Annual Checklist

Consistent with its statutory obligations, Caledon Community Services protects the privacy of the personal information of volunteers ensuring that any personal information collected, stored, used or disclosed is with the consent of the individual and solely for the stated purpose.

Emergency contact information will be collected and stored in the volunteer's file. It is the responsibility of volunteers to advise the Volunteer Department of any changes in name, address, telephone number, vulnerable sector screening or drivers abstract, car insurance along with any other significant changes that would affect their volunteer position with Caledon Community Services.

Volunteers wishing to review their file can do so in the presence of a member of the Volunteer Department by making arrangements with their supervisor.

Caledon Community Services recognizes that each volunteer file contains confidential documents. The Director of Community Resources protects the confidentiality of these files by ensuring that:

- Volunteer files and their contents are stored in a locked cabinet
- Only the following people have access to volunteer files:
 - Director of Community Resources
 - Direct Supervisor (if a request is made to the Director of Community Resources)
 - Volunteer Resource Specialist

Any authorized person wishing to review a volunteer file will ensure that the file is kept confidential—the file must stay with the Volunteer Department and cannot be taken by the authorized person to his/her own office.

All former volunteer files will be stored in a locked filing cabinet. Electronic files will be maintained secure through the use of password access.

The Volunteer Specialist will be responsible for volunteer files'. This responsibility includes creating and maintaining volunteer records.

Archived files will be kept for seven (7) years after volunteers leave the organization. From time to time, Caledon Community Services may, at the discretion of the Director of Community Services, shred or dispose of in a secure manner, documents and electronic records containing volunteer information that is less than seven (7) years old if it is determined that they are not needed for legal or other reasons.

References:

Employment Standards Act of Ontario
Privacy and Confidentiality Policy
Volunteer Privacy and Confidentiality Agreement
Volunteer and Student Placement and Annual Checklist

Date Developed: July 2015

Date Approved: November 2015