

# Working with volunteers

## Best Practice 2 Defining rules and expectations

### Does your group have policies and procedures for your volunteers?

Can anyone volunteer for your group? How does your group screen out volunteers that might pose a risk to you or your clients? Are volunteers reimbursed for expenses? Do all volunteers have to fill out an application form? Are volunteers invited to participate in your planning activities?

Policies define your group's answers to these questions. They outline your group's rules, beliefs and values, and expectations of volunteers. They help you treat everyone fairly. Most importantly, you can protect your group from liability by writing policies that specify the steps that must be followed to protect your clients and volunteers.

Writing policies is simple to do. Start with examples from similar groups and focus on the most pressing issues. Involve others in the process and communicate the results to all staff and volunteers. And don't put the policies on the shelf – use them and update them!



This is one of a series of ten best practices on volunteer management based on the Canadian Code for Volunteer Involvement (CCVI).

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