

Lutheran Urban Ministry Corporation (LUM) Policy and Procedure Manual

Policy 001 Recruitment and Training of Volunteers and Employees

1. Effective Date

This policy will become effective March 1, 2023

2. Purpose and Scope

The purpose of this policy is to ensure that Regular Volunteers and LUM Employees: (i) are screened prior to recruitment and on a regular basis throughout holding their position, (ii) are properly trained regarding relevant LUM policies and procedures and (iii) receive continuing support for the implementation of LUM policies and procedures.

3. Background

LUM has established several policies and procedures that are aimed at protecting the people in the community that LUM serves, as well as LUM's volunteers and employees. The written application and screening procedures of this policy have been established, in part, to implement LUM Policy 002 Protection of Vulnerable Persons. A court may find an organization legally liable if it does not take reasonable care in screening volunteers and employees who are in contact with children, youth, and other vulnerable persons. By having certain volunteers and employees fill out a Volunteer Application Form and conducting proper screening, LUM greatly reduces the potential for the abuse of LUM Clientele and any resultant liability which might threaten LUM's continued operations.

The policy review and orientation requirements of this policy have been established to ensure that Regular Volunteers and LUM Employees are familiar with all LUM policies and procedures, including those related to protection of vulnerable persons, confidentiality, safety, and emergency procedures.

4. Definitions

Directors: means the directors of LUM as elected or appointed from time to time.

EIA Disability Volunteer: means a person who assists a LUM Employee in administering Programs and who receives payment from the Province of Manitoba

through the Employment and Income Assistance program for persons with disabilities.

ELCIC: means the Evangelical Lutheran Church in Canada.

LUM Bylaw(s): means a bylaw duly enacted by LUM relating generally to the conduct of the affairs and business of LUM.

LUM Clientele: means the persons who participate in Programs offered by LUM.

LUM Employee: means a person retained and paid by LUM on a full-time or part-time basis to administer or assist in the administration of LUM Programs.

Ministry Manager: means the LUM Employee who is primarily responsible for overseeing and administering Programs on a day-to-day basis.

MNO Synod: means the Manitoba-Northwestern Ontario Synod.

Program: means any goods, services or events administered or provided by LUM either on its rented premises or off-site, such as the provision of meals or food items, worship services, sharing circles, one-on one counselling and social events.

Regular Volunteer: means

- (i) a person who assists a LUM Employee in administering Programs on at least a monthly basis during months when Programs are offered and who is not paid by LUM for their services (excluding small monetary sums given to some Volunteers as honoraria). For clarification, Regular Volunteers may include EIA Disability Volunteers.
- (ii) active or retired clergy who volunteer to lead or assist in worship services on at least a monthly basis during months when Programs are offered.

Part A – Volunteers

1. Purpose and Scope

The purpose of this Part A is to ensure that Regular Volunteers are properly screened, trained, and supported through regular review of LUM policies.

2. Background

Volunteers are a key resource for the operation of LUM. Volunteers come from a variety of areas including the LUM community, the neighbourhood and the wider congregational base of the MNO Synod within the ELCIC. A wider goal of LUM is to encourage congregational involvement in the programming and services provided by LUM to the community. As such, LUM continues to seek volunteers who support the ongoing work of LUM. New volunteers bring new energy and new ideas which enhance the future direction of LUM.

3. Screening

Except as permitted by Policy 002 Protection of Vulnerable Persons (See section 6.1.a regarding existing volunteers), all Regular Volunteers who will be directly interacting with LUM Clientele must go through the following screening process.

Step 1: Written Application and Checks

To begin the process all applicants for a Regular Volunteer position involving direct contact with LUM Clientele must sign and complete the **Volunteer Application Form (Attachment A)** and submit it to the Ministry Manager.

At the same time as the Volunteer Application Form is completed the applicant must also begin the process to complete the **Child Abuse Registry (CAR) Check**. The timeline to have the check fully completed can be lengthy. The steps to complete the process are as follows:

The applicant must:

1. be given a Child Abuse Registry Fact Sheet.
2. receive an explanation about the Child Abuse Registry check
3. be given a Child Abuse registry application that has been partially completed by LUM
4. return a completed Child Abuse Registry application to LUM and have their identification verified.

A second check, the **Winnipeg Police Service – Police record check** must also be completed. The applicant must name Lutheran Urban Ministry Corporation as the applicable agency on the application.

Step 2: Review of LUM Policies

By signing the Volunteer Application Form, an applicant agrees to adhere to LUM Policies and Procedures. Accordingly, the applicant should be given a copy of LUM's Policy 002 Protection of Vulnerable Persons prior to the Volunteer Interview, as well as any policies or procedures that the Ministry Manager considers important to know before an applicant accepts a volunteer position. It is the expectation that the material be read and become familiar to the volunteer before an interview. Specific policy documents required by the applicant will be given as either an email or a hard copy.

Step 3: Volunteer Interview

The Ministry Manager must complete an interview with all applicants for a Regular Volunteer position involving direct contact with LUM Clientele. A **Volunteer Interview Form (Attachment B)** should be used to assist the Ministry Manager in the interview process. The Ministry Manager may ask follow-up questions and seek to clarify any information. The interview will allow the applicant the opportunity to ask questions about LUM, including Policy 002 Protection of Vulnerable Persons.

Notes taken during the interview by the Ministry Manager must be attached to the **Volunteer Interview Form – (Attachment B)**.

Step 4: Reference Checks

The Ministry Manager must conduct personal reference checks of the two persons identified by the applicant on their Volunteer Application Form. To assist and document reference checks the Ministry Manager must complete the **Volunteer References Verification Form (Attachment C)**. To assist in making the reference checks the Ministry Manager should also use the suggested **Volunteer References Verification Script (Attachment D)**. All notes from the verification process must be included in the Regular Volunteer's file.

Step 5: Records/Registry Searches

a. The Ministry Manager must confirm that an applicant has given their consent, by signing the Volunteer Application Form, for the following records/registry checks to be conducted or for LUM having access to the results, and obtain any required information, for these checks:

- (i) Police records check
- (ii) Child Abuse Registry check

b. At this point in the application process, if the Ministry Manager considers the personal reference checks to be acceptable, the Ministry Manager or other LUM Employee authorized by the Ministry Manager, must ensure that both records/registry checks have been completed and the results are on file. These checks may be conducted by a LUM Employee or, if permitted by Policy 002 Protection of Vulnerable Persons, the applicant.

c. The results of both checks must meet the requirements of subsections 6.1 e and f of Policy 002 Protection of Vulnerable Persons for final approval of the applicant to be authorized.

Step 6: Orientation

All applicants for Regular Volunteer positions must attend an orientation session on relevant LUM policies and procedures, with particular attention to Policy 002 Protection of Vulnerable Persons. These sessions will be offered by LUM for groups or individuals as required.

Step 7: Sign Off of Volunteer Approval Form

a. The Ministry Manager must complete the signoff of the **Volunteer Approval Form (Attachment E)** if the applicant meets all requirements. At this point all documents must be completed and considered satisfactory, including the police records check and the Child Abuse Registry check.

b. Final signoff will be completed by the Chairperson of the LUM Board of Directors.

c. Once the Volunteer Approval Form is signed by the Ministry Manager and the Chairperson, the applicant is authorized to serve as a Regular Volunteer interacting directly with LUM Clientele.

4. Continued Screening and Training

a. All Regular Volunteers who interact directly with LUM Clientele must undergo repeat screening every three years as per the requirements in Policy 002 Protection of Vulnerable Persons.

b. As part of the ongoing support of its Regular Volunteers, refresher sessions on relevant policies and procedures must be held every second year. Review dates must be diarized by the Ministry Manager to ensure reviews are completed. The Ministry Manager will report yearly to the Director of Human Resources as to Volunteers Status.

5. Information Storage and Protection

5.1 Confidentiality and Protection of Information

- a. All documents regarding an applicant that are received or produced during the course of implementing this policy will be considered confidential by LUM and will be used only for the purpose of assessing an applicant's suitability for the position or as otherwise indicated on the Volunteer Application Form. Neither the documents nor the information on the documents will be released without the applicant's written consent.
- b. These documents must be placed in a Volunteer Placement File and retained by the Ministry Manager in a locked secure filing cabinet on site.
- c. For safety purposes, the emergency contact information provided on the Volunteer Application Form must be retained on site for quick access by the Ministry Manager with a copy of the emergency contact information provided to the Director of Human Resources.

Part B - LUM Employees

1. Purpose and Scope

To ensure that LUM Employees are properly screened, trained, and supported while allowing flexibility of process for the particular position.

2. Background

LUM Bylaw No.1 gives the Directors of LUM the general authority to manage the affairs and business of LUM (Part 6 Section 20) and the power to enter into contracts, such as employment contracts (Part 6 section 49). While LUM Programs are carried out often using several volunteers, only a few key LUM Employees are hired. Requirements for the recruitment of LUM Employees will vary with the type of position involved.

3. Process

- a. The Directors will determine the job duties and recruitment process for LUM Employees, considering the nature of the position. This determination will be made in consultation with the Ministry Manager or may be delegated to the Ministry Manager for positions reporting to the Ministry Manager.
- b. A written application must be submitted for all LUM Employee positions.

c. The contents of the application will be determined or approved by the Directors on a case-by-case basis and may vary with the type of position being applied for. However, the application must contain, at a minimum:

i) consent by the applicant to have LUM conduct and/or receive the results of the screenings identified in the Policy 002 Protection of Vulnerable Persons and an agreement to provide any other information required for LUM to conduct these screenings.

(ii) two personal references.

(iii) emergency contact information for the applicant.

(iv) an acknowledgment that the applicant, if hired, will abide by all LUM policies applicable to the position.

(v) commitments by LUM related to the collection of personal information.

d. Once the recruitment process is determined by the Directors, screenings have been conducted in accordance with Policy 002 Protection of Vulnerable Persons and references have been checked, if there is interest in hiring the applicant an in-person interview will be conducted by the Directors, or those appointed by the Board, or the Ministry Manager, as applicable.

e. The retention of all LUM Employees will be confirmed in writing to the applicant and will include a list of job responsibilities.

4. Orientation

All LUM Employees must attend an orientation session on relevant LUM policies and procedures with particular attention to Policy 002 Protection of Vulnerable Persons. These sessions will be offered by LUM for groups or individuals as required. As part of the ongoing support of its employees, refresher sessions on Policy 002 must be held by LUM on a biannual basis. (Every second year) Reviews dates must be diarized by the Ministry Manager. The review with the Ministry Manager will be conducted by the Director of Human Resource

Part C – Summary

Having a recruitment and training policy in place allows for a framework which outlines LUM's recruitment methods and practices. This in turn contributes to the overall impact of LUM in the community.

Date Approved at Board of Directors Meeting: February 28, 2023