

ENVIRONMENTAL SCAN of VOLUNTEER PROGRAMS in ONTARIO HEALTH UNITS

This is an overview of some of the work involving volunteers in health units across the province.

If you would like to include your health unit's information or to change information reflected below, please call Natalie at (705) 522-9200, ext. 423.

Health Unit	Type of Volunteers	Number of Volunteers	Volunteer Role(s)	Location of Volunteers	Success Factors and Challenges	Canadian Code for Volunteer Involvement
Algoma Public Health	70% seniors (over 65) 8% students 22% (20 – 65)	117	<ul style="list-style-type: none"> • Immunization, travel, and /screening clinics • Health fairs • Canada Prenatal Nutrition Program • CADAP labeling and packaging • Mascot (community events) • Sexual Health clinics & packaging • Package distribution • Child care assistant • Community closet • Mentoring • Group Facilitation 	<ul style="list-style-type: none"> • Telephone support • E-mail support • On-site (at five different sites). • Off-site 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Program policies and procedures (consistency) • On-going communication with program staff • 1 FTE • Recruitment • Volunteer advisory committee <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Distance between locations make communication and consistency difficult • Work space • Lack of staff support • Working on emergency preparedness plan • Volunteer advisory committee covers only one site. • Need more training support 	<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Brant County Health Unit	No information available at this time.					
Chatham-Kent Public Health Services	No information available at this time.					
Durham Region Health Department	No information available at this time.					

Eastern Ontario Health Unit	No information available at this time.					
Elgin St. Thomas Health Unit	90% women, of whom 50% are 55+ & 10%, are under 24.	60	<ul style="list-style-type: none"> • Community Food Advisors • Car seat volunteers • Yard Sale Volunteers (bike helmet education) • Breastfeeding buddies • Dental program volunteers in schools • Administrative 	Mostly off site Some on site	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Strong management support: volunteer advisory committee includes management • Strong policy/procedure manual • Risk management program • Know each volunteer on a personal basis • Strong staff support of program • Worked with administrative staff to create a boundary policy – what volunteers can and cannot do – great success! <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Recruiting new Community Food Advisors • Recruiting new administrative volunteers (General recruitment challenges) 	<p>X Adopted</p> <p><input type="checkbox"/> Planning to adopt</p> <p><input type="checkbox"/> No plan to adopt</p>
Grey-Bruce Health Unit	No information available at this time.					
Haldimand-Norfolk Health Unit	No information available at this time.					
Haliburton, Kawartha, Pine Ridge District Health Unit	No information available at this time.					

Hamilton Public Health Services	All ages Male and Female Seniors +55 Adults Youth/Student Partners with Community Living Hamilton	170	<ul style="list-style-type: none"> • Community Food Advisors • Bug Buster Clinic • Equal Access • Fit Club • Health Fairs/Display Attendants • Special Events/Episodic • Group Facilitation • Car Seat • Walking Club • Peer Education • Health Promotion • Multi-Cultural Health • Tobacco Control-Youth Advisors 	On-site at various office locations Off-site in the community	<u>Success Factors</u> <ul style="list-style-type: none"> • Strong support for engaging individuals in volunteer activities both from staff and management • Variety of volunteer opportunities • Interest in growing programs <u>Challenges</u> <ul style="list-style-type: none"> • Lack of formalized Policy and Procedures • A pro-active recruitment approach • Risk Management 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Hastings & Prince Edward Counties Health Unit	No information available at this time.					
Huron County Health Unit	No information available at this time.					
Kingston, Frontenac, Lennox & Addington Health Unit	Mostly women Youth/Students Individuals with special needs Partners with Community Living Kingston	150	<ul style="list-style-type: none"> • Breastfeeding Buddy Program • Community Food Advisor (CFA) • Early Expressions Program • Falls Prevention Ambassadors • Influenza Vaccination Clinic • Volunteers – Flu Crew • Jingle Bell Walk • Rolling on the Runway • General Service • Walk ON! Program • Indoor Walking Program • Infectious Disease Prevention Volunteer 	<ul style="list-style-type: none"> • Telephone support • Community • On-site • Community • Community • Community • Community • Community • On-site & Off • Community • Community • On-site 	<u>Success Factors</u> <ul style="list-style-type: none"> • Endorsement by MOH & Board of Health • 2.5 FTE staff Supervisor, Coordinator, and program assistant staff. • Strong staff partnerships • Volunteers included in program feedback and development. • Wide variety of volunteer opportunities • Volunteer Recruitment supported by community organizations. • Began emergency preparedness plan specific to volunteer involvement <u>Challenges</u> <ul style="list-style-type: none"> • Monitoring off-site volunteers in order to 	<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt

	Community Health Centres				<ul style="list-style-type: none"> accurately track involvement and hours. Dealing with staff turnover in regard to volunteer program support, transitions, changes, leadership styles. 	
County of Lambton Community Health Services Department	No information available at this time.					
Leeds, Grenville and Lanark District Health Unit	No information available at this time.					
Middlesex-London Health Unit	<p>Wide range of people, that includes:</p> <ul style="list-style-type: none"> Retirees Stay at home moms Students Part-time workers Mentally challenged adults 	200	<ul style="list-style-type: none"> Vision Screening Volunteers Well Baby & Breastfeeding Clinic Volunteers Administrative Volunteers STI Clinic Volunteers Immunization Clinic Volunteers Community Emergency Response Volunteers (CERV) Bicycle Helmet Fitters One Life Crew (Tobacco) Pre-natal Health Fair Volunteers Ask a Nurse Drop in Centre Volunteers Families in Action Volunteers Volunteer Development Committee members 	<ul style="list-style-type: none"> Mostly off-site, with some on-site. 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> Meeting community needs Word of mouth recruitment is very successful - volunteers calling to help Formal budget Good staff partnerships & working relationships Successful Volunteer Development Committee with HU and volunteer representation Support staff available <p><u>Challenges</u></p> <ul style="list-style-type: none"> Recruiting volunteers in the county. Last minute requests Requests for less than meaningful tasks Tracking volunteer hours Union resistance 	<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt

Niagara Region Public Health Department	Retirees Youth Students Adults	120	<ul style="list-style-type: none"> • Community Food Advisor Program (CFA) • Eat Smart Awards Program • Physical Activity Advisor Program (PAA) • R.E.A.C.T.- Resist Expose And Challenge Tobacco • Falls Prevention • Health Promotion • Heart Healthy School Program (in-school parent volunteers) 	<ul style="list-style-type: none"> • Mostly off-site in the community • On-site 	<u>Success Factors</u> <ul style="list-style-type: none"> • On-line recruitment • Volunteer Commitment • Supportive management • New volunteer management committee • Policies in review <u>Challenges</u> <ul style="list-style-type: none"> • Communication • Budget for recognition events 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
North Bay Parry Sound District Health Unit	No information available at this time.					
Northwestern Health Unit	No information available at this time.					
Ottawa Public Health	45% seniors 10% students 45% early retirement Stay-at-homes	340	<ul style="list-style-type: none"> • Advocacy • Health promotion (physical activity, champion, Friendly Corner) • Injury prevention (bicycle, skating, falls) • Research (osteoporosis) • Risk reduction (water safety) • Peer education (community food advisors, breastfeeding buddies, taking charge of your health, interactive theatre) • Information Dissemination • Equipment Building • Health Advisory Committees 	Volunteers work on-site and throughout the area – Constance Bay, Dunrobin, Fitzroy Harbour, Gloucester, Greely, Kars, Kemptville, Kinburn, Manotick, Metcalfe, Navan, North Gower, Osgoode, Richmond, Stittsville, West Carleton, Winchester, and Woodlawn.	<u>Success Factors</u> <ul style="list-style-type: none"> • Strong Management support • Policies and procedures • Resourced <u>Challenges</u> <ul style="list-style-type: none"> • Missing 1 FTE • Reporting structure • Position Design • Tracking volunteers hours 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt

Oxford County – Public Health and Emergency Services	No information available at this time.					
Peel Public Health	Majority are women aged 25 – 45 Students Retirees Ontario Works	Over 1000 (Annually)	<ul style="list-style-type: none"> • In-home visiting/support • Community Food Advisors • Breastfeeding peer support companions • New Baby Clinic • Heart Mobile • Peel Children’s Water Festival • Teen Supper Clubs • Healthy Start Programs • Success By Six Family Fair • Young Mom’s Picnic • Collating • Three For Free Program • Peel Case Management Passport Program • Extinguisher Youth Program • Healthy Sexuality Clinic • Car Seat Safety Clinic 	<ul style="list-style-type: none"> • Telephone support from home • Public Health offices in Peel • Mall Clinic • Client’s homes 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Strong Management support • Waterloo Health Studies Co-op Placement • Staff guidelines for working effectively with volunteers • Offence Declarations follow-up • Well designed follow-up system = high retention rate • Word of mouth recruitment • Effective Volunteer Recognition • Purchased Volunteer Impact software • Breastfeeding Peer Support Volunteer Team Leaders • Development of Marketing Vehicles (visual identifier, display boards, page marker) • Stable budget <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Constant recruitment to meet staff demand for volunteer support • Data Input Volunteer Impact 	<input type="checkbox"/> Adopted <input checked="" type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Perth District Health Unit	Retirees People with special needs Ontario Works recipients Students	100	<ul style="list-style-type: none"> • Posters • Special events • Peer education • Health fairs • ESL • Child care • Community Food Advisors • Emergency response • Teen Esteem 	<ul style="list-style-type: none"> • On-site • Off-site • Telephone support • Schools 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Recognition program • Committed volunteers • Policies and procedures • Recruitment of men for Elements program <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Manager works part-time • Volunteer database 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt

	Women & men in the community (for Teen Esteem & Elements)		<ul style="list-style-type: none"> • Walks • Toy-washing • Plant watering • Inventory • Let's Grow • Research • Elements 		<ul style="list-style-type: none"> • Recruiting volunteers in the county – large area • Managing volunteers with developmental disabilities - higher demands • Lack of staff understanding • Pandemic planning • Police checks • Recruitment of men for Elements program 	
Peterborough County-City Health Unit	No information is available at this time.					
Porcupine Health Unit	Adult women	6	<ul style="list-style-type: none"> • Have recruited Peer Breastfeeding Support Volunteers 	<ul style="list-style-type: none"> • Telephone support 	<u>Success Factors</u> - Have recruited a motivated group of mothers willing to help out <u>Challenges</u> <ul style="list-style-type: none"> • Working with volunteers is a new area for our health unit. • Coordinating implementation of program in branch offices. 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Renfrew County & District Health Unit	No information available at this time.					
Simcoe Muskoka District Health Unit	No information available at this time.					
Sudbury & District Health Unit	Teens Students, Working professionals	176	<ul style="list-style-type: none"> • Breastfeeding Companions • Breastfeeding Friendly Places Advocate • Car Seat Clinic Inspector • Child Minders • Clerical Aid • Eat Smart! Advocate 	<ul style="list-style-type: none"> • Telephone support • Off and on-site in 5 branch areas: <ul style="list-style-type: none"> - Sudbury - Chapleau - Espanola - Manitoulin Island 	<u>Success Factors</u> <ul style="list-style-type: none"> • 1&1/2 FTE • Word of mouth recruitment • Dedicated volunteer space • Supportive management • Stable budget 	<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt

	<p>Unemployed individuals</p> <p>Seniors</p> <p>Mentally challenged adults</p> <p>Deaf Adults</p>		<ul style="list-style-type: none"> • Stay on Your Feet Volunteer • Immunization Clinic Volunteer • Smoke Free Buddy • Smoking Cessation Resource Consultant • Tobacco Leaders • Volunteer Driver • Workshop/Display Attendant 	- St. Charles	<p><u>Challenges</u></p> <ul style="list-style-type: none"> • Union resistance to volunteer involvement • Involving university students in meaningful activities • Large geographical spread makes volunteer screening and monitoring difficult. 	
Thunder Bay District Health Unit	<p>Retirees</p> <p>Youth</p> <p>Students</p>	185	<ul style="list-style-type: none"> • Speech Language and Audiology • Community Food Advisors • Immunization Clinic Volunteers • Special events • Genetics (IODE) • Postpartum Depression Group • Take Heart • Senior Peer Exercise Facilitator • Fair Start • Needle Exchange • Tobacco 	<ul style="list-style-type: none"> • On-site and off-site • Local as well as in the District offices 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Recruitment • Recognition Program <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Unions • Resistance around confidentiality • Hard to get buy-in to create positions that are meaningful for the next generation of volunteers • Resources 	<input checked="" type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Timiskaming Health Unit	No information available at this time.					
Toronto Public Health	No information available at this time.					

Region of Waterloo Public Health	Mostly women Teens	7	<ul style="list-style-type: none"> • Eat Smart! Program • Flu clinics • Pre-natal health fairs 	<ul style="list-style-type: none"> • Off site 	<p><u>Success Factors</u></p> <ul style="list-style-type: none"> • Good recognition program • Strong relationship with volunteers. • Good working relationship between volunteer coordinator and program managers. <p><u>Challenges</u></p> <ul style="list-style-type: none"> • Minor boundary issues with volunteers working with teens • Some resistance from managers in creating formal volunteer positions • Union input is very high 	<input type="checkbox"/> Adopted <input type="checkbox"/> Planning to adopt <input type="checkbox"/> No plan to adopt
Wellington-Dufferin-Guelph Public Health	No information available at this time.					
Windsor-Essex County Health Unit	No information available at this time.					
York Region Public Health Services	No information available at this time.					