

Re: CO-ORDINATOR OF VOLUNTEERS/HEALTH DEPARTMENT

Attached is a report from the Medical Health Officer on a proposal to establish two positions that would be required for a program in which volunteers would be organized to provide services to the community.

The City of Vancouver has had considerable success with its Volunteer Program which was started with one co-ordinator's position in 1970. The City now has five such positions, the most recent of which is in the process of being filled at this time. The current funding in Vancouver is as follows:

5 Co-ordinators and
5 Clerk-Typists
Federal 50%
City 50%

As noted above, a clerk-typist is assigned to each co-ordinator for the purpose of providing stenographic support services. Such assistance has been found to be essential to the function of co-ordination; without it, the effectiveness of the co-ordinator is significantly diminished.

RECOMMENDATION:

1. THAT authorization be given to implement the Volunteer Co-ordination Program as more specifically described in the Medical Health Officer's report, subject to the condition that a 50-50% cost sharing agreement can be reached with the Federal Government on the Co-ordinator of Volunteers position and the Clerk-Typist position; and
2. THAT the effective date for the subject program be June 1, 1977.

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M.J. Shelley
Municipal Manager

Dear Sir

re: Co-ordinator of Volunteers

The Health Department, in the course of its duties, often comes in contact with people who need support services, such as help with shopping, transportation, friendly visiting, particularly seniors and handicapped people. Sometimes we have to use Department staff in desperation knowing that it may be inappropriate use of staff but feeling that the situation is urgent and there is no one else. Many times the problem could have been solved by volunteer help but it is a full time job to recruit and screen volunteers, provide some training, administer schedules, or match the aspirations of volunteers with the needs of people. We have therefore been trying to obtain a Co-ordinator of Volunteers since 1974.

The position was first approved by the Municipality of Burnaby on December 1, 1974 subject to shared financing with Human Resources and the Federal government. We have had approval from the Federal government but never could obtain the 25% funding requested from Human Resources. At that time it was understood that Human Resources had to be involved in funding to enable us to obtain Canada Assistance Plan funds but this is not now the case.

Mr. K. Levitt supports our current application for Canada Assistance Plan funds for a Co-ordinator of Volunteers but cannot contribute funds. We are therefore requesting that we now consider this is a Volunteer Programme funded jointly by the Municipality 50% and the Federal government 50%.

Over the two and a half years we have been trying to establish this position, it has become more and more apparent to us that it is necessary. No matter how willing volunteers may be, we are hampered in using their services without a paid co-ordinator and adequate clerical support.

I would refer to our description of the program and the persons to whom services would be provided, which states:

This Department provides a general Public Health programme of Maternal Child Health programmes, etc. We also have recently become responsible for Home Care Nursing. Our programs bring us into contact with many groups, particularly seniors, for whom we provide mostly consultant and referral services and some direct services. However, with the addition of volunteers our direct service potential would be considerably enlarged to meet the need for friendly visits, shopping, social contact, enhancement of mental

health programmes, transportation, stimulation of self-help programmes and promotion of change in lifestyle.

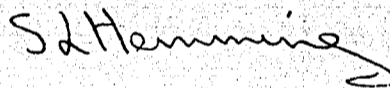
Description of persons or groups to whom services are provided: Primarily senior citizens and handicapped groups are those to whom we can not give the kinds of services needed without volunteers and a Volunteer Co-ordinator is essential to screen, train, co-ordinate and evaluate such services. However, we would use volunteers in a programme for any age group when appropriate. Many agencies have responsibilities in these fields and we see a Co-ordinator of Volunteers and such a programme as being available to the community i.e. Burnaby, at large and not just Health Department.

Ever since this was written in November our increasing contacts with seniors through the Home Care services, which became part of the Health Department in October, have increased the demands on nursing time. I strongly believe we could increase the efficiency of our nursing staff by using volunteers to supplement their services. This would also help to provide more services in the community as sometimes our nursing service is called upon, or has to stay longer with a case, because there is no other support. We often feel volunteers could provide this support.

We have made provision in the 1977 budget for a Co-ordinator and clerk typist in the event we would obtain approval to fund this Volunteer programme.

I recommend that this programme should be approved to become effective by June 1st, 1977.

Respectfully Submitted



S.L. Hemming M.B., D.P.H., F.R.C.P. (c)
Medical Health Officer

Attachment

Co-ordinator of Volunteers

1. Goal

1. To co-ordinate the activities of volunteers supporting Health Department and other agency programmes in Burnaby.

2. Objectives

1. To recruit volunteers via multi-media methods and encourage them to offer their time and service.
2. To interview prospective volunteers to ascertain their interests and talents, or, unsuitability.
3. To train the volunteers to work in a specific program.
4. To increase the skills and knowledge of volunteers in working and communicating with others.
5. To supervise the performance of the volunteers.
6. To maintain or change the type of volunteer service provided by each volunteer.
7. To become familiar with the various agency programs, to ascertain:
 - a) if there is a role for the volunteer, and
 - b) if so, define the role.
8. To encourage and expand the use of volunteers by staff in the various agency programmes.
9. To increase the case loads of agency staff by providing volunteer services, which do not require professional staff.

3. Location of Programme

Burnaby Health Department

4. Facilities required

Office for Co-ordinator of Volunteers and for Clerk Typist with working area - available if present proposal for x-ray room is carried out.
 Typewriter for Clerk Typist
 Phones - one for Co-ordinator of Volunteers
 one for Clerk Typist

5. Staff requests

Co-ordinator of Volunteers	- Salary - Gr. 23 -	\$1233.00/month
	Benefits 13%	\$160/month
	Mileage	\$80.00/month
Clerk Typist 11	- Salary	\$720.00/month
	Benefits 13%	+ 22.00/month

6. Use of Other Resources

As volunteers would be available to other agencies, the Co-ordinator of Volunteers might well use resources in Senior Citizen Housing, Parks and Recreation, Churches and schools.

7. Monitoring of the Programme

The Co-ordinator of Volunteers will maintain records of programme activities, groups reached, visits arranged etc. and will discuss with the Medical Health Officer the progress of the programme.

8. Evaluation

In the first year the objectives of the programme would be assessed and modified if necessary.
Referrals from Health Department staff will be assessed to evaluate if we can increase staff efficiency by using volunteers.
Referrals from other agencies will also be assessed to identify particular groups in the population requiring support services.