

# SECTION 7

## ENGAGING YOUTH VOLUNTEERS



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Many Auxiliaries consider young volunteers an essential part of their operations, and clearly there can be strong mutual benefit: youth volunteers can bring a fresh outlook, different skill sets, and a new way of connecting to the community, while they in turn can derive valuable experience, accumulate volunteer hours that are required for graduation, and perhaps discover whether a healthcare career might be right for them. Here are several policies and practices that can help ensure an effective Youth Volunteer program.

### **Volunteer Sponsorship Policy**

Member Auxiliaries in the BCAHA shall be the sponsoring bodies of the Youth Volunteer Program in British Columbia. A Youth Volunteer Chair or a similar liaison person shall be appointed to work in cooperation with a Volunteer Manager in their health care facility.

### **Responsibilities of the Sponsoring Auxiliary:**

1. Youth Volunteers should be actively engaged, for example invited to assist at Auxiliary functions such as teas, fairs, blood donor clinics, etc., wearing their uniform.
2. The sponsoring Auxiliary shall host an annual recognition and awards ceremony honouring all Youth Volunteers in the program. Reasonable costs for awards and supplies are to be covered by the Auxiliary.
3. The sponsoring Auxiliary should budget for an annual scholarship/bursary, develop criteria to choose a deserving recipient and present the award at the high school Graduation ceremony.
4. Social events, such as a Christmas party, or year-end dinner are encouraged with as much interaction between the Auxiliary and the Youth Volunteers as possible. At least one event should include an invitation to the parents of Youth Volunteers.
5. At least one member of the sponsoring Auxiliary shall participate in the Youth Volunteer orientation program, providing information such as to when the Auxiliary was founded, its successes and who the Auxiliary members are; the Auxiliary's responsibilities; and the Youth Volunteers' responsibilities.
6. Uniforms shall be purchased by the health care facility, or the sponsoring Auxiliary.
7. Name tags shall be provided.
8. Auxiliaries must provide an Auxiliary chaperone to attend all Conference sessions with the Youth Volunteer delegates.

9. Expenses for attendance at Youth Volunteer Conferences (Area & Provincial) shall cover registration, food and accommodation for an Auxiliary delegate, the Youth Volunteer Chair, and an appropriate number of youth delegates. All delegates should attend an Auxiliary meeting and report on what they learned at these Conferences.

### **Miscellaneous Youth Volunteer Policies and Practices**

1. **Each Youth Volunteer/Candy Striper/Cadet** program is autonomous within the framework of the institution it serves, and as such, each group makes its own rules and regulations.
2. An Auxiliary sanctions a **Youth Volunteer/Candy Striper/Cadet** program, and then appoints an Advisor/Convenor for their membership. It is advisable for this person to be part of the Auxiliary Executive to facilitate better liaison between the health care facility and the Auxiliary, and to ensure the perspective of youth volunteers is reflected in Executive meetings and discussions.
3. **Youth Volunteers/Candy Stripers/Cadets** must be sponsored by an Auxiliary in order to wear the Provincial Youth Volunteer/Candy Striper pin.
4. The **age range** for the Youth Volunteers/Candy Stripers/Cadets is set by each individual health care facility. Suggested age is from 14 years old to the completion of their education (this would include college and university.)
5. **Uniforms** vary in each facility. Although the traditional uniform for **Youth Volunteer/Candy Striper/Cadets** in many Auxiliaries is a smock, tunic, or apron made of red and white striped material, worn with a white skirt or pants, a T-shirt, shirt or vest of either red or white with an appropriate logo and other identification may be an alternate choice.
6. **Youth Volunteer Awards:**
  - At **1,000** and **1,500** hours a Certificate of Merit and appropriate hour pin is given.
  - Other hour awards are at the discretion of the sponsoring auxiliary.
7. **Hours:**
  - Hours can be transferred provincially between Health Care Facilities.
  - The number of required Volunteer hours is at the discretion of the sponsoring auxiliary.

## **8. Statistic Reports:**

- Up-dated statistics are the responsibility of the sponsoring auxiliary.
- These are to be submitted to the Provincial Youth Volunteer Chair.

## **9. Uniforms:**

- Style and cost is at the discretion of the sponsoring auxiliary.

## **10. Membership:**

- The Youth Volunteer is a **Junior** member of the Auxiliary.
- Dues are at the discretion of the sponsoring Auxiliary.

## **11. Areas of Work, Duties:**

- This is determined by the sponsors' Volunteer Chair in conjunction with the current Health Care Facility administrator and in compliance with the local Health Authority's guidelines.

## **12. Expenses:**

- The Provincial Chair shall be reimbursed for attending a maximum of **Four** Youth Volunteer conferences per year.
- The Provincial Chair shall be reimbursed for attending the bi-annual Youth Volunteer conference.

## **13. Biennial Conference:**

- The Provincial Chair shall preside over the Conference.
- In conjunction with the hosting auxiliary, the program and budget are to be submitted at the Mid Term board meeting prior to the conference.

### **Guidelines for a Youth Volunteer/Candy Striper/Cadet Handbook**

The following topics are recommended sections in a handbook for Youth Volunteers, to be given to them at the time of acceptance into your auxiliary's youth program.

- Mission Statement /Information about Sponsoring Auxiliary
- Health Authority Values and Guiding Principles
- Contact Information of Sponsoring Auxiliary
- Introduction: what a Youth Healthcare Volunteer can expect to gain and to give
- Sponsoring Auxiliary Bursary requirements (if applicable)

- Program Details, including fees (if any), duration, and required hours
- Orientation and Training
- Policies and Guidelines, including confidentiality, safety, infection control and dress code
- Insurance coverage

### **Youth Volunteer/Candy Striper/Cadet Pledge**

The engagement of Youth Volunteers may be strengthened by their reciting a formalized pledge. Here is an example, which you may personalize to your own Auxiliary's Youth Volunteers:

Believing that the Healthcare Facility has real need of my services as a Youth Volunteer/Candy Striper:

I will be punctual and conscientious in the fulfillment of my duties and accept supervision graciously;

I will conduct myself with dignity, courage and consideration;

I will keep confidential all information which I may hear directly or indirectly concerning a patient, doctor or any member of the staff and will not seek information in regard to a patient;

I will take any problem, criticisms or suggestions to my Chair or the Youth Volunteer/Candy Striper Advisor/Convenor;

I will endeavour to make my work of the highest quality;

I will uphold the traditions and standards of my Facility and will interpret them to the Community at large;

I pledge to serve in the capacity of a volunteer for at least a three-month commitment;

I promise to respect the facility's ethics and abide by the facility's regulations.

## **Youth Volunteer Prayer**

Auxiliaries may choose to open each meeting of Youth Volunteers with a prayer, for example:

Almighty God and Loving Father of all Mankind  
We have come together as Junior Volunteers because  
We want to contribute to the good work of our Auxiliary  
In supporting patients, families and care providers.  
We would ask you to guide us so that  
We may grow kind and strong in thought, words and deeds  
We would ask you to assist us so that  
We may make life easier for those in pain or in trouble.  
Grant us the compassion, understanding and humility  
That are the uniform of the Volunteer,  
So that we may truly be counted among  
Those who serve humanity.  
Amen



## **Guidelines for a Youth Volunteer/Candy Striper/Cadet Conference**

### **Friday**

Registration

Refreshments/Get acquainted party – entertainment

### **Saturday**

Registration

Youth parade to their seats in uniform (optional)

Opening – prayer, pledge and welcome

Minutes or report from previous Conference

Opportunity for Youth Volunteers to speak on activities of their local group

Keynote Speaker

Break

Speaker/Workshop

Lunch

Speaker/Workshop/Activity

Tours of Facilities – if applicable

Open Discussion and Question period

Announcements

Refreshments

Adjournment

**This is a simple guideline and you may change it to suit your needs. For example, you may decide to hold a two-day conference, which many auxiliaries prefer.**

A delegate fee is usually charged to each Member attending to defray expenses. It is important to set **your delegate fee according to your budgeted expenses** although in many cases the Auxiliary generously assists the Youth volunteers financially, and BCAHA may also contribute to help defray expenses.

**Budget Information – Youth Conference**

Here is the information it will be useful to record related the Youth Conference you are planning, both to assist in budget allocation, and for future reference.

**LOCATION** \_\_\_\_\_

**DATE** \_\_\_\_\_

<b><u>Income</u></b>	<b><u>ESTIMATE</u></b>	<b><u>ACTUAL</u></b>
Registrations _____ @ _____ \$		_____ \$
Other Income \$	\$ _____	\$ _____
<b>Total Income</b>	<b>\$ _____</b>	<b>\$ _____</b>

<b><u>Expenses</u></b>		
Banquet/Lunches	\$ _____	\$ _____
Coffee breaks, juices, pastries _____		\$ _____
Entertainment	\$ _____	\$ _____
Equipment Rentals	\$ _____	\$ _____
Florist	\$ _____	\$ _____



### **The BCAHA Youth Bursary Program**

The British Columbia Association of Healthcare Auxiliaries appreciates the work of Youth Volunteers, and has established a Tribute Fund to offer one bursary per year to a deserving student seeking financial assistance. To qualify, the student must have accumulated at least 100 volunteer hours in an Auxiliary sponsored program and must be enrolled in the second semester of the second or subsequent year of a human health-care program of studies in a recognized post-secondary institution. Application will be made at that time.

The application form for this bursary is available on the BCAHA website at

<http://www.bchealthcareaux.org/youthvolunteerprogram.htm> A copy of the application form also appears in Section Ten of this handbook.

BCAHA also encourages our member Auxiliaries to provide bursaries for youth entering the healthcare field. In 2013, member Auxiliaries distributed \$260,000 in bursaries to young people in BC.