

## Step 10– Participant Follow-Up

It is important to make volunteers aware of the follow-up activities that may take place after they begin their volunteer work. Ensure that the volunteer is aware that any follow-up that happens is because of the level of risk in the position, and that there is nothing personal about it.

One of the most valuable sources of information about the nature of relationships between volunteers and participants is the participants themselves. Listen to their concerns.

### **Regular contact with participants and families**

It is vital that the organization let all volunteers know that regular supervision and evaluation, including contact with participants and families, are part of the organization’s risk management procedures.

### **Random spot checks**

If a volunteer and a participant are usually alone together, it may be appropriate to conduct random spot checks by visiting the location where they are together.

It should be made clear when the volunteer joins the organization that random spot checks are a possibility in high-risk positions.

If you do plan to conduct spot checks, the volunteer manager may consider establishing a schedule for them on an annual basis. This type of planning makes it easier for you to work the spot checks into your schedule and it can protect you. If your spot checks are scheduled ahead of time, you can defend your reasons for choosing a particular time and place for spot checks in high-risk positions.

### **Summary of key concepts**

1. Make volunteers aware of follow-up activities that may occur.
2. Listen to your participants.
3. Stay in contact with participants and their families.
4. Consider conducting spot checks on individuals working in high-risk positions with little or no supervision.

For additional information and samples on Participant Follow-Up and other Volunteer Canada Screening Resources, or to order the complete Safe Steps workbook, please call 1-800-670-0401 or visit us at: [www.volunteer.ca](http://www.volunteer.ca)



VOLUNTEER  
BÉNÉVOLES  
C A N A D A

### **Ontario Screening Initiative**

A partnership of volunteer groups working together to make communities safer through the Ontario Volunteer Centre Network — Volunteer Canada Safe Steps Volunteer Screening Program. [www.volunteer.ca](http://www.volunteer.ca)

**Funding for the Ontario Screening Initiative is provided by the Government of Ontario.**

