



Volunteer Mentor Guide

Accreditation Program
Ministry of Children and Family Development
Quality Assurance Branch

Volunteer Mentor Network

Thank you for joining the Volunteer Mentor Network and for offering to share with newly accrediting organizations in B.C. your knowledge and skills in accreditation.

About the Volunteer Mentor Network

MCFD volunteer mentors help newly accrediting organizations prepare for either their **Commission on Accreditation of Rehabilitation Facilities (CARF) Survey**, or their **Council on Accreditation (COA) Site Visit**. Today, the MCFD mentor network consists of about 20 volunteers across the province of B.C.; many are Executive Directors of re-accrediting organizations who bring with them a wealth of experience and knowledge in their fields.

Volunteer mentors play a valuable role in the accreditation achievements of B.C. community social service organizations by supporting their colleagues in achieving exceptional accreditation results including commendations for exemplary performance, fewer recommendations for quality improvement, and more three or four year accreditation awards than organizations in other provinces.

The dictionary defines a mentor as "a wise and trusted counselor." By sharing your time, knowledge, skills, and experience, you will be helping a newly accrediting organization to achieve accreditation.

Duties of a Volunteer Mentor

Volunteer mentors may be asked to perform the following activities:

- Discuss with staff/board members/other stakeholders of the organization the benefits, challenges and processes associated with accreditation
- Provide consultation on accreditation standards (e.g., by reviewing draft policies and procedures)
- Provide constructive feedback on areas that need attention before the accreditation survey takes place (e.g., during the mock survey, in a follow up email after the survey, etc.)
- Provide training for new volunteer mentors (e.g., by having a shadow mentor accompany you on a mock survey)
- Conduct the one day mock survey (see section on Mock Survey and Associated Duties)

In performing these activities, volunteer mentors agree to:

- Allow the organization to come up with its own solutions
- Avoid criticizing the way in which the organization operates
- Be respectful and open to solutions and options suggested by the organization

Volunteer mentors decide how much time they can donate to performing these mentoring activities and MCFD respects their decision by encouraging the organizations to be mindful of their mentor's time.

Mock Survey and Associated Duties

A mock survey is like a dress-rehearsal for newly accrediting organizations. During a mock survey, a volunteer mentor assesses the organization's readiness for the formal accreditation survey or site visit. The mock survey is not intended to be as thorough a review as the formal accreditation survey. It is designed to assess conformance with administrative standards mainly, and provides only a brief look at conformance with program standards.

During a mock survey, the volunteer mentor visits a newly accrediting organization and reviews organizational and program materials and resources to verify how well the organization is meeting accreditation standards. This will assist the organization in understanding how to organize and present their evidence in an accessible manner for the formal survey.

After conducting the mock survey, the mentor fills out a Mock Survey Summary Report (CARF) or a Mock Site Visit Summary Report (COA), providing copies to both the organization and the MCFD accreditation analyst by fax, email or regular mail. The organization and MCFD accreditation analyst can then determine if the organization is ready to submit their application for a formal survey.

As a mentor, if you have any concerns regarding an organization's readiness for a formal accreditation survey, please let the organization and the MCFD accreditation analyst know immediately.

Mock survey reports are confidential documents. Please destroy any copies of a mock survey report after submitting it to the organization and MCFD accreditation analyst.

Connecting Organizations with Volunteer Mentors

When an organization is interested in working with a mentor, or is ready for a mock survey, the MCFD accreditation analyst sends out a request to the mentor network for a volunteer. Whenever possible, the accreditation analyst will match the organization with a mentor who has experience with similar program standards. When a volunteer is confirmed, the accreditation analyst will connect the volunteer with the organization through an introductory email. Once the connection is made, the responsibility for coordinating times for phone calls, email correspondence, or arranging a date for the mock survey will be shared by the volunteer and the organization.

Volunteer Mentor Training

New volunteer mentors are predominantly trained by shadowing an experienced mentor while she or he is providing mentoring services to an organization. New mentors may need to shadow an experienced mentor two or three times before they are comfortable supporting an organization on their own. The training process is facilitated by an MCFD accreditation analyst, who connects the new mentor with an experienced mentor already scheduled to conduct a mock survey or other mentoring activity.

BC Government Policies and Guidelines

Mentors volunteer their time to provide services at the request of the Province, as represented by the MCFD accreditation analyst. As such, the mentor and accreditation analyst each have certain rights and responsibilities. The following section of the guide is informed by the *Volunteers from Outside the BC Public Service* policy, which can be found at: www.gov.bc.ca/VolunteeringWithPublicService

Confidentiality

By signing the Mentor Volunteer Agreement in Appendix B of this guide, you are agreeing to not disclose, directly or indirectly, any information with respect to the clients of the organization or the business of the organization. This includes, but is not limited to, financial information, business plans or any other proprietary information not known generally to the public or in the public domain.

Client information must be kept confidential unless you are legally obligated to disclose the information. For example, you must disclose when a child is in need of protection under the

Child, Family and Community Service Act, or when an adult requires support or assistance under the Adult Guardianship Act.

Accident and Liability Insurance

Once you have signed the Mentor Volunteer Agreement, you are covered by the Government of British Columbia's accident and liability insurance plan while performing authorized volunteer activities. Insurance coverage is only applicable for the days on which you are providing services to accrediting organizations at MCFD's request.

Travel Expense Claims

MCFD pays the travel expenses of volunteer mentors for the purpose of conducting a mock survey and/or providing consultation and other mentoring services on site. Pre-approval of travel is required before MCFD can reimburse any travel expenses. When the dates of a mentor on-site visit are finalized, the accreditation team assistant will send you a travel authorization letter, travel expense information (see Appendix A) and an expense claim form for that specific mentoring assignment. If the estimated travel costs for a mock survey exceed \$500 in total, please let the MCFD accreditation analyst know in advance.

For more information, please contact:

Kathryn Roberts
Accreditation Analyst
Ministry of Children and Family Development (MCFD)
Office of the Provincial Director of Child Welfare and Aboriginal Services
Quality Assurance Branch
P.O. Box 9777 Stn Prov Gov
Victoria, B.C. V8W 9S5

Email: Kathryn.Roberts@gov.bc.ca
Phone: (250) 387-9161
Fax: (250) 356-1864

Thank you for your support!

Appendix A
Travel Expenses for Non-BC Government Employees – Group 1 Rates

The following are allowable travel expenses for non-BC Government employees. All travel expenses must be paid by the individual. *Original receipts are required*, except where noted below.

Claims must be supported by the Non-Employee Travel Authorization letter.

1. **Meal Allowances** (*receipts not required*)
 Effective April 1, 2016 the following meal allowances can be claimed:

Departure/Return Times

Breakfast – travel must start before 7:00 a.m.

Lunch – travel must start before 12:00 noon

Dinner – travel must end after 6:00 p.m.

Full day	\$49.05
Breakfast only.....	\$12.00
Lunch only.....	\$13.80
Dinner only.....	\$23.25
Breakfast and lunch only	\$25.80
Breakfast and dinner only.....	\$35.25
Lunch and dinner only.....	\$37.05

2. **Mileage Rates When Using Private Vehicle** (*receipts not required*)
 Effective April 1, 2016, the mileage allowance is \$.53 per kilometer. This rate can be claimed when using a private vehicle.

3. **Taxi and Parking:**
 Taxi and parking charges will be reimbursed if original receipts are provided. Tips cannot be claimed.

4. **Car Rentals:** See car rental agreement at:
<http://www2.gov.bc.ca/vehicle-rentals/in-province>

Contact the accreditation analyst prior to arranging a car rental.

5. **Accommodation** (*receipt required*):
 Please see website for hotels available at government rates in your destination city and choose the most cost-effective option:
<http://csa.pss.gov.bc.ca/businesstravel/>

These limits may be exceeded in *exceptional circumstances* with prior Treasury Board approval. Only the single government rate will be reimbursed. The “number in party” identified on the receipt must show only one person.

- b) **Private lodging** (*receipts not required*):
 \$30 per night may be claimed when private lodging is arranged (e.g., staying with friends).

6. **Airfare:**
 Economy airfare only will be reimbursed.

7. **Miscellaneous Expenses:**
 Laundry (after 7 consecutive days away), personal phone calls (one five-minute call home for each night away), ferry charges and highway tolls can be claimed (*receipt required*). Other miscellaneous expenses incurred when travelling (e.g., business calls, courier and photocopying charges) can also be claimed if they pertain to government business (*receipts required*).

8. **Out-of-Province Travel:**
 When individuals are required to travel out-of-province, a Travel Authorization form approved by the Deputy Minister must accompany the expense claim.

9. **GST:**
 If we are reimbursing an individual, we will pay the GST on flights, hotels, etc.; however, if we are reimbursing the organization, we are unable to reimburse the GST.

Appendix B



ACCREDITATION MENTOR VOLUNTEER AGREEMENT

THIS AGREEMENT is dated for reference the ____ day of _____, 20__

BETWEEN:

_____ (the “Volunteer”), with the following address:

_____ and email address: _____

AND:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH COLUMBIA, as represented by the Minister of Children and Family Development (the “Province”), with the following specified address:

3rd Floor – 777 Broughton Street, Victoria, BC, V8W 1E3
MCF.AccreditationUC@gov.bc.ca

The Province wishes to recruit the Volunteer to provide mentoring services to social service organizations seeking accreditation and the Volunteer has agreed to provide those services. In consideration of the mutual assurances set out below, the Parties agree as follows:

1. Upon being assigned to a social service agency, as described in the MCFD Accreditation Mentor Guide (the “Guide”), the Volunteer will provide mentoring services, activities and mock surveys, as specified in the Guide
2. The Volunteer will comply with all the requirements, terms and conditions for a mentor set out in the Guide
3. The Volunteer will comply with the Province’s policy on volunteers which can be found at www.gov.bc.ca/VolunteeringWithPublicService
4. The Province will provide the Volunteer with the services, supports and applicable expenses specified in the Guide. The term of this Agreement is from April 1, 2017, until March 31, 2018.

The parties have executed this Agreement as follows:

<p>SIGNED on the ____ day of _____, 20__</p> <p>on behalf of the Province by its duly authorized representative:</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Print Name</p> <p>_____</p> <p>Print Title</p>	<p>SIGNED on the ____ day of _____, 20__</p> <p>on behalf of the Province by its duly authorized representative:</p> <p>_____</p> <p>Signature</p> <p>_____</p> <p>Print Name</p> <p>_____</p> <p>Print Title</p>
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