



## **Volunteer HIV Core Training Program Guide**

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## 1. Background

THN began exploring the needs and opportunities around improved coordination and collaboration of members' volunteer training in 2011. Consultants undertook four activities to better understand existing core HIV training and to develop initial directions for common HIV core training modules:

- Exploratory mapping and comparative analysis of existing core training programs
- Focus group with volunteers living with HIV.
- Consensus-building activity with volunteer coordinators to determine the “core” of volunteer core training.
- Consultation on enhanced coordination with volunteer coordinators, program staff, volunteers living with HIV and other volunteers.

*Enhancing Coordination among Volunteer Training Programs in Toronto's HIV Sector* (2011) was the final report completed by this process and the foundation for the development of the THN Volunteer HIV Core Training Program.

Partner agencies were identified (and/or advisory committees developed) and consultant support contracted to develop the identified 8 modules and work was done to complete an extensive partnership agreement among participating organizations.

A Program Advisory Committee was developed with Volunteer Coordinators from participating organizations and a pilot for the THN Volunteer HIV Core Training – Multi-Agency Session was held in the fall of 2015.

***Original Program Partners were: THN, 2-Spirited People of the 1<sup>st</sup> Nation, Africans in Partnership Against AIDS (APAA), Alliance for South Asian AIDS Prevention (ASAAP), Black Coalition for AIDS Prevention (Black CAP), Fife House, Ontario Aboriginal HIV/AIDS Strategy (Oahas), Philip Aziz Centre, the Teresa Group & the Toronto People With AIDS Foundation (PWA).***

## 2. Program Objectives and Scope

The objective of this Program is the development and delivery of a standard, core set of volunteer training modules for the purpose of a) supporting capacity building of volunteers in Toronto, including people living with HIV, to work in HIV programs and AIDS service organizations, b) standardizing the level of core training that all THN member organizations' volunteers in Toronto receive, and c) facilitate the mobility of volunteers among the THN member organizations.

***The Program is not intended to replace each organizations' volunteer screening, assessment and placement requirements.***

***The Program is not intended to limit each organization's right to require of their volunteers additional training over and above the Core Training Modules***—either as each organization's minimum requirements for becoming a volunteer, or for ongoing volunteer capacity building.

## 3. Ontario HIV & Hep C Prevention, Engagement & Care Cascade

This Program helps to achieve Goal 5 as outlined in the Schedule A Program Plan, agreement with the AIDS and Hepatitis C Programs: “Ensure the quality, consistency and effectiveness of all provincially funded HIV programs and services,” specifically the activity, “Development and implementation of service standards and guidelines.”

Providing THN's Volunteer HIV Core Training Program is an identified deliverable for the THN as part of its Program Plan agreement with the AIDS and Hepatitis C Programs.

As a key aspect of effective Toronto HIV sector response, communicated expectations of the AIDS and Hepatitis C Programs are that funded organizations and programs in Toronto participate in THN's Volunteer HIV Core Training Program.

#### **4. THN Roles & Commitment**

Toronto HIV/ AIDS Network ("THN") will:

- Maintain and update, as required, VTP materials, templates and resources
- Partner with other organizations where appropriate for content expertise and facilitation
- Set dates for an annual schedule of Multi-Agency Training sessions
- Coordinate all logistics related to the Multi-Agency Training sessions including:
  - Distribution of Agency Planning Form & coordinating with participating THN members
  - Scheduling, promotion, catering and facilitator coordination
  - Virtual meeting platform preparation and coordination as required
  - Registration, attendance, materials and evaluation
- Prepare and manage records of Certificates of Completion and Letters of Individual Module Completion
- Coordinate an annual debrief meeting for all participating member agencies within the fiscal year
- Maintain a list of available trained Facilitators and initiate Train-the-Trainer opportunities as required
- Maintain appropriate webpage for VTP details and a password protected webpage for VTP training materials

#### **5. Content of Core Training Modules**

The Core Training Modules are:

- Communications;
- HIV & Health Promotion Basics;
- Confidentiality and Boundaries;
- Harm Reduction;
- Anti-Racism/ Anti-Oppression (ARAO);
- The Greater Involvement and Meaningful Engagement of People Living with HIV/AIDS (GIPA/MEPA);
- You and Your Agency – Steering the Course: Volunteering as a PHA or affected by HIV.

#### **6. Facilitators**

THN maintains a list of trained and available module facilitators who may be acting as representatives of THN member and VTP partner agencies or as appropriately trained community members.

Facilitators who are not being reimbursed through their role with a THN member and/or VTP partner organization will be paid by the THN an honouraria as a community member facilitator.

As required, THN will initiate Train-the-Trainer opportunities in the effort to maintain availability of several facilitators for each module. Train-the-Trainer expectations include working with a trained facilitator to:

- Fully walk through the module Facilitator Guide;
- Shadow, and as appropriate, co-present, the module;
- Debrief the session for lessons learned and feedback.

The final decision of facilitator capacity to lead a training module lies with THN staff in consultation with the trained facilitator involved in the Train-the-Trainer process.

## 7. THN Multi-Agency Training

### 7.1. Standard Training Schedule

VTP training sessions are offered at least twice annually in spring (April/May) and fall (October/November). Generally, the spring session will be offered over six evening sessions of three hours each and the fall session will be offered over two weekend days of seven hours each and one three-hour evening. If training is offered virtually, it will be over seven sessions.

The training session is provided over a standard eighteen hours.

### 7.2. Expectations of Participating THN Members

Each participating THN Member agency/program is expected to:

- a) Recruit its own volunteers and do basic screening before sending a volunteer to any VTP trainings;
- b) Provide its own orientation to their organization, agency policies and procedures and program training and any other training as determined by the organization.
- c) ***Provide Volunteer Coordinator (or other designated staff) attendance and event support for at least two of the modules, thus actively supporting the event logistics as well as having the opportunity to monitor and assess their organizational volunteers' participation and engagement.***
- d) Actively encourage and support completion of evaluation forms of attending volunteers.
- e) Recognize and acknowledge a prospective volunteer's Letter of Individual Module Completion or a Certificate of HIV Core Training Completion for Trainings completed elsewhere. That said, THN members reserve the right to assess a person's current knowledge and experience based on the member's policies, and to possibly send a person to retake a Core Training Module, or to take other in-service, refreshers, or Program-related training.
- f) Be responsible for its own final assessment of volunteer suitability, and its own volunteer placement—reserving the right to deny a volunteer, even if that person has completed a Training as part of this program;
- g) Incorporate VTP training opportunities into annual agency planning for volunteer training.
- h) ***Participate in an annual VTP debrief meeting related to all training sessions provided within the year.***

### 7.3. Financial Contributions

The THN will cover all coordination, materials and facilitator honouraria expenses for the VTP Multi-Agency training.

While the THN will endeavour to cover refreshment costs, this financial consideration will be reviewed for each Multi-Agency training and the THN may require charging participating organizations a per volunteer cost recovery for refreshments.

### 7.4. Volunteer Certification Process

At the end of the core training, THN will provide:

- Certificates of Completion to those participants who completed all of the core training modules;
- Letters of Completion of Modules to participants who did not complete all of the modules;
- Confirmation of completed participation to THN member organizations' Volunteer Coordinator.

THN will maintain a central database of participation and will provide information of upcoming training opportunities to participants who require participation of individual modules to complete their overall VTP participation and receive the Certificate of Completion.

## 8. THN Member-led Training

THN member organizations may deliver a separate training session with the following commitments:

- The session will be discussed and details confirmed with THN staff to optimize support and integrity of the training;
- Facilitators from the list of trained facilitators maintained by the THN will be used;
- Member agencies/programs will cover all costs, including facilitator honouraria;
- Where consent is provided, THN will prepare and maintain a record of Certificates of Completion and Letters of Completed Individual Modules.

## 9. Program Quality Control


THN staff will continually monitor evolving evidence and knowledge related to module content. Additionally, module facilitators will be invited to share any recommended changes for consideration. As needed, module content will be updated to ensure optimal accuracy and relevance.

THN staff will also work with the broader sector, primarily through HIV Resources Ontario (HRO), to reduce duplication, improve sector consistency and optimize accomplishing the overall program goals. New partnerships will be explored where other organizations are identified that have expertise and mandate for VTP module content.

## 10. Appendices

- A. Agency Planning Information Form
- B. Registration & Consent Form
- C. Letter of Completion of Modules template

# APPENDIX A

 <b>TORONTO HIV/AIDS NETWORK</b>	<b>MULTI-AGENCY VOLUNTEER CORE HIV TRAINING PROGRAM</b> <b><u>PLANNING INFORMATION FORM – [DATE] Training Series</u></b> <b>NOTE:</b> The information requested below is for <u>planning purposes only</u> ; it is understood that a partner organization's plans are subject to change unless otherwise confirmed.			
<b>PARTNER AGENCY</b>				
<b>COMPLETED BY (Contact)</b>				
<b>TRAINING DATES/TIMES</b>	<b>[DATE]</b>	<b>[TIME]</b>		
	<b>[DATE]</b>	<b>[TIME]</b>		
<b>TRAINING LOCATION</b>				
<b>PARTNER AGENCY PARTICIPATION</b>	Our organization <input type="checkbox"/> plans to / <input type="checkbox"/> does <u>not</u> plan to participate in the [DATE] Multi-agency Training Series as identified below. Please indicate your responses in the box to the right (e.g. 'Y' or 'N').			
<b>VOLUNTEERS</b>	Does your agency plan to register <u>volunteers</u> for this Training Series?	<b>YES/NO</b>		
	Does your agency plan to register <u>new staff</u> for this Training Series?	<b>YES/NO</b>		
	How many individuals do you plan to register (maximum of 5)	<b># of Trainees</b>		
	If space is available, how many additional individuals would you like to be able to register?	<b># of Additional Trainees</b>		
	Will any training participants attend only to make-up previously missed modules?	<b>YES (indicate #)</b>		
		<b>NO</b>		
	If known, please specify <b>Names of Modules</b> to be attended:			
<b>FACILITATION</b>	We would like to discuss the possibility of a Train-the-Trainer opportunity for one of our staff or peers.			
	<b>Module</b>	<b>Individual's Name</b>		
<b>ADMINISTRATION</b>	Will Volunteer Administrator be present to observe or assist?		<b>YES</b>	<b>NO</b>
		<b>[DATE]</b>		
		<b>[DATE]</b>		
		<b>[DATE]</b>		
		<b>[DATE]</b>		
		<b>[DATE]</b>		
		<b>[DATE]</b>		
<b>OTHER</b>	Indicate if you have other comments or notes and include these on a second page or via email		<b>YES</b>	
			<b>NO</b>	

## APPENDIX B

[INSERT AGENCY LOGO HERE]



### Registration Form and Consent Volunteer HIV Core Training – Multi-Agency

*(Please Print Clearly)*

Full name: \_\_\_\_\_

Agency Name: \_\_\_\_\_

**Please list any dietary restrictions (e.g. vegetarian, vegan, food allergies):**

\_\_\_\_\_

### Consent for Release of Information

*Note: To be able to participate in the training, participants must indicate they consent to points a and b.*

- a) *[Name of Member Organization]* participates in the Toronto HIV/AIDS Network (THN) multi-agency Volunteer HIV Core Training to provide core training to our volunteers. To register you for the training, we need to send THN this registration and consent form with your name and we need your permission to do that. By signing below, I understand that this Registration and Consent Form will be sent to the THN to register me in a multi-agency Volunteer HIV Core Training.

☐ Yes      Your Signature \_\_\_\_\_

If you would like to provide contact information to THN so that they can communicate with you directly specifically about the training (e.g. event reminders or cancellation), you may provide the information below. This is not required and choosing to not provide contact information does not affect your registration and attendance at training sessions.

Email and/or phone: \_\_\_\_\_

- b) Staff from partner agencies will be assisting with conducting the training and may have valuable feedback about your participation at the training sessions to give to the *[Volunteer Coordinator's Title]* at *[Name of Member Organization]*.

By signing below, I agree to staff from partner agencies who are assisting with the conduct of the trainings to provide feedback on my participation at the training sessions.

☐ Yes      Your Signature \_\_\_\_\_



- c) The Toronto HIV/AIDS Network (THN) is able to keep a back-up record of *Certificates of Completion* (if all training modules are completed) or *Letters of Completion* (if only some training modules are completed).

By signing I agree to have the Toronto HIV/AIDS Network include my information in their records, and I understand this will allow me to access a copy from THN if I need to in the future. I also understand that not providing permission does not affect my registration and attendance at training sessions.

☐ Yes    Your Signature \_\_\_\_\_

Date Signed \_\_\_\_\_

## Appendix C



### Letter of Completion of Modules Volunteer HIV Core Training Program

[Date]

Dear [Name],

Thank you for participating in the Volunteer HIV Core Training Program. This letter is a record of the training modules that you have completed.

#### Benefit of the training program:

- To support capacity-building of volunteers, including people living with HIV (PHAs)
- To provide consistent core training across multiple agencies

#### Modules

There are seven (7) training modules. The aim is for participants to build a foundational understanding of the following:

Training Module	Completed	Date
1. Communications		
2. HIV & and Health Promotion Basics		
3. Confidentiality and Boundaries		
4. The Greater Involvement and Meaningful Engagement of People living with HIV/AIDS (GIPA/MEPA)		
5. Anti-Racism & Anti-Oppression		
6. Harm Reduction		
7. You and the Agency - Volunteering as a PHA or affected by HIV		

Each time you complete another module, this letter will be updated. When you have completed all the modules a *Certificate of Completion* will be provided to you by Toronto HIV/AIDS Network.

Please note, a *Letter* or a *Certificate* does not guarantee placement as a volunteer in an agency. That decision is made by each agency and will depend upon their volunteer needs. If, at some point, you wish to volunteer at another one of the partner agencies listed below, the Letter or *Certificate* will show the other agency the training that you have already received.

The Toronto HIV/AIDS Network (THN) is able to keep a back-up record of this *Letter of Completion* if you complete some of the training. At any time, if you want to confirm the training you have received, THN will also be able to do this for you. Your training information will not be shared with anyone else, unless you ask your current volunteer agency or THN to confirm your training with another agency.

**Further Training:**

If you are interested in completing the modules you missed, please contact your current volunteer agency to confirm upcoming training dates.

Warm regards,

Toronto HIV/AIDS Network