

Town of Gore Bay Volunteer Policy

TOPIC: Volunteer Policy	EFFECTIVE DATE:
SUBJECT AREA: General Government	APPROVED BY: Gore Bay Council Resolution
	DATE(S) REVISED:

Philosophy of Volunteer Involvement:

The Town of Gore Bay maintains a volunteer program that serves to complement and enhance the work of paid staff, and is intended to provide strong, sustainable programs and activities that bring people of all ages and interests together, and provides an atmosphere of inclusion, participation and interaction for both volunteers and program participants.

Policy Statement:

The Town of Gore Bay relies on volunteers to further the mission of the organization and therefore, have rights and responsibilities. The municipality recognizes and appreciates the value of its volunteers, and will utilize their skills and input to further the municipality's goal to offer residents a strong, healthy and progressive community to live in.

Volunteers Rights:

- To be treated with dignity and respect
- To be treated as a co-worker
- Have the support of paid staff and other volunteers
- To work in a safe environment
- Work that is meaningful and satisfying to them
- Proper orientation and/or training to enable them to complete their tasks
- The opportunity to be heard, to make suggestions and to be respected
- The opportunity to decline a suggested placement
- Recognition for work done as a volunteer
- Fulfill their tasks in a safe environment

Volunteers Responsibilities:

- Be loyal to the organization
- Work as a team member with staff and other volunteers

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- Be willing to learn and develop skills
- Be reliable in the performance of their duties, and perform their duties in a safe manner that meets the health and safety requirements of the municipality and other legislative authorities.
- Conduct themselves with dignity and courtesy
- Maintain confidentiality of information
- Not represent themselves as municipal employees, but as volunteers for the Town of Gore Bay
- Be respectful of Council
- Be respectful of staff, other volunteers and program participants

Definition of Volunteer

A volunteer is an individual or member of a group who freely and willingly contribute time, energy and support performing a defined task on behalf of an organization, without compensation or expectation of compensation or expectation of compensation other than for approved expenses incurred through volunteer activity, and excludes volunteer firefighters and employees of the Town of Gore Bay. A volunteer must be officially accepted and enrolled by the municipality prior to performing any task. The services of volunteers and staff complement each other and one should not replace the valued work of the other. Volunteers assigned to direct programs or working with committees or organizations affiliated with and approved by the Town of Gore Bay, are covered by the Town of Gore Bay against general liability claims made by another person as a result of their volunteer work for the municipality.

Limited Exclusions:

Although it is recognized that employees of the Town of Gore Bay may perform duties on a volunteer basis from time to time, for the purposes of this policy, the definition of volunteer in this policy does not include volunteer firefighters and employees for the reference to provision of liability insurance when they are performing volunteer duties on behalf of the municipality on a volunteer basis.

The municipality also recognizes that in extraordinary/unusual circumstances the services of an unregistered volunteer(s) may be offered on an "as needed" or one-time basis, e.g. a participant in a program offers to assist in the setting out of tables, chairs, etc. This is acceptable on a case-by-case basis and the decision as to whether the offer of the assistance is accepted will be the responsibility of the registered volunteer who is in charge of the activity. Their decision to allow the volunteer to participate shall be based on the level of risk to the volunteer as well as the level of risk to the participants of the program, which has been previously determined and assigned to the activity in the risk assessment evaluation.

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Affiliated Volunteers: Policy Statement

Affiliated volunteers are those volunteers that work in our municipal facilities, but are under the direction of affiliated organizations. Affiliated organizations must carry their own Directors Insurance. Affiliated volunteers are covered under the municipalities insurance, on the condition that the activity/program has been pre-approved by the Council for the Town of Gore Bay, and that the affiliated organization ensures that the volunteers are properly screened and trained, that there is proper supervision for the activity and that all health and safety requirements are met. Depending upon the risk of the activity, affiliated organizations may be required to provide additional insurance that names the municipality as an insured third party.

Volunteer Recruitment

Recruitment will be targeted to audiences most likely to have the skills and interests to match available positions. The Town of Gore Bay will recruit people who can fulfill the requirements for specific positions.

- Position descriptions for each volunteer role will be developed prior to recruitment

Youth Recruitment

Volunteers between the ages of 13 and 17 will be recruited for specific and appropriate positions. The purpose of youth recruitment is to promote and foster the importance of volunteering, teamwork and interest in a career in Municipal service.

Volunteer Screening

Screening is an ongoing process designed to protect both participants and volunteers and will include the following elements:

1. Determining the risk
2. Application Form
3. Interview Process – based on level of risk
4. Reference Checks – if applicable to position
5. Police Record Checks – if applicable to position
6. Participant Follow-up/on-going monitoring
7. Orientation and training
8. Supervision

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Exclusion of Applicants

The Town of Gore Bay is committed to protecting residents, staff and volunteers and recognizes that it must abide by the Human Rights Legislation and to prevent discrimination against potential volunteers.

- The CAO/Clerk-Treasurer or designate will discuss with Council any individual cases which require clarification or for which there is a concern, as a result of information gained through any steps throughout the screening process.
- Individuals have the opportunity to appeal the decision in writing to the CAO/Clerk-Treasurer and Council.

Application/Interview Process

Volunteers will be selected using a predetermined process, which will consist of any or all of the following, with the exception of the exclusions outlined in the Exclusions Section of this Policy:

1. Application Form
2. Interview Process
3. Reference Checks
4. Consent for Criminal Record Search/Pardoned Sexual Offender Database Search

Reduction of Liability

- The municipality will require a signed waiver from the volunteer, including those outlined in the Exclusions Section of this Policy.
- Vehicle, equipment, and/or tools that are not owned or leased by the town are not covered under the municipal insurance policy, and no compensation will be paid for loss or damages to the same.

Human Rights Code

The Town of Gore Bay will adhere to the current Human Rights Code in regard to our work with volunteers.

Personal Information

The following statement will be added to all hiring/screening/volunteer registration forms:

Personal information contained on this form is collected under the Authority of the Municipal Act 2001. This information is collected for the administration and management of the Town of Gore Bay Volunteer Programs. Questions about the collection and use of this information should be directed to the CAO/Clerk-Treasurer of the Town of Gore Bay at 15 Water Street, Gore Bay, Ontario, P0P 1H0

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Orientation and Training

Volunteers must be given proper orientation to the position to which they have been assigned before beginning to work independently. Either staff or volunteer supervisor can provide this, but it is the responsibility of the staff person to ensure that the orientation is carried out. Upon the request of the volunteer, a record of their volunteer hours will be kept and provided to them by their supervisor.

Supervision of Volunteers

Supervision of volunteers will address the needs of the Town of Gore Bay. Volunteers will have an identified supervisor who will be responsible for consultation, feedback, support and direction. A volunteer File may contain:

1. Volunteer Application/Registration Form
2. Consent form to obtain Reference Checks and Police Records Check/Criminal Records Check
3. Reference Check
4. Copy of Police Check (Vulnerable Sector depending on the job).
5. Position description with start and stop dates
6. Training and orientation documentation
7. Documentation that specifies supervisory staff and volunteer position
8. Evaluation and Feedback forms
- Other pertinent information, which is deemed necessary to the volunteer position; e.g. copy of specific skills-related certificate.

Volunteer Discipline and Dismissal

By using tools such as the job description and the evaluation and feedback process, the Town of Gore Bay will endeavor to ensure that volunteers are fully aware of the duties inherent to their work as a volunteer. The volunteer will receive proper training and orientation to assist them in this task, however, it is recognized that issues that may arise from time to time that require disciplinary action on the part of the Town. The following progressive disciplinary actions will be taken in these instances:

1. Verbal Warning by Supervisor
2. Written Warning from CAO/Clerk-Treasurer – The written warning will contain a statement advising that the volunteer has the option of addressing the issue with council.
3. Suspension – Council
4. Dismissal – Council

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Discipline/Dismissal

The Town of Gore Bay recognizes that it has a duty to protect residents, staff and volunteers and therefore, volunteers are expected to perform their duties as outlined in their position description and adhere to the Town of Gore Bay policies and procedures. Failure to do so may result in discipline/dismissal.

- Relevant dated documentation will be recorded in the volunteer's files (e.g. screening results, orientation and training received, specific positive feedback, specific problems and action taken).
- Misconduct may include disruptive verbal behaviour, breach of confidentiality, breach of trust, neglect of duties or responsibilities or violation of the Town of Gore Bay. This includes behaviour, both the reality and the appearance of any activities, which could be in contravention of the Criminal Code, the Narcotics Control Act, or provincial statutes.
- All misconduct or serious infractions will be investigated, in consultation with the CAO/Clerk-Treasurer and/or Council as appropriate.
- The volunteer may be suspended immediately while the investigation is being conducted.

One or more of the following actions, appropriate to the infraction, may be taken following the investigation:

- Counselling: When a concern first arises, there will be a meeting with the volunteer. The concern will be put in terms of actual behaviour, which is deficient. This provides an opportunity to discuss solutions in a supportive, non-threatening manner.
- Verbal Warning: The volunteer will be advised of the concern and expected behaviour. This discussion will be documented, copied to the volunteer and placed in the volunteer's file.
- Written Warning: There will be a meeting with the volunteer to review the inappropriate behaviour and determine a method to change the behaviour. The consequence of not changing will be discussed. This conversation will be documented in a letter signed by both parties and placed in the volunteer's file.
- Suspension: The volunteer will be advised by letter that he/she will be placed on temporary suspension from regular duties for a specific period of time to reinforce the serious nature of the infraction.
- Dismissal: If there are no other alternative solutions the volunteer's placement will be terminated.

The volunteer may choose to file a written appeal to the CAO/Clerk-Treasurer.

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The Town of Gore Bay recognizes the need for immediate action in certain circumstances, where continuing involvement of the volunteer in an activity would put the volunteer, the Town or the participants at risk. The following will result in the immediate dismissal of the volunteer:

- Stealing Money or Goods from the Town or another volunteer or Participant.
- Physically assaulting a client, family member, staff, another volunteer, or councillor
- Possession or use of alcohol or drugs while working as a volunteer for the municipality.
- Volunteering a service without proper credentials

Policy: Volunteer Recognition

In appreciation for their valuable contributions, the Town of Gore Bay will endeavor to ensure that volunteers are recognized using methods such as recognition events, recognition items such as certificates, public acknowledgement in the local newspaper or a letter of thanks from the town.

Policy: Health & Safety

The town will make every effort to ensure that orientation and training that is provided to the volunteer is sufficient to equip them to perform the duties inherent to the volunteer position to which they are assigned. If a volunteer becomes unable to perform the duties required by their volunteer position due to medical reasons, or if an existing medical condition changes with the result being that the volunteer is unable to perform the duties required by their volunteer position, they are required to notify the town as soon as possible. If volunteers are active in more than one position, they will be screened for the position with the highest level of risk. If volunteers change position, the town will ensure that the extent of the screening, training and orientation used for the previous position.

Assessment/Risk Management

The level of risk associated with activities will be assigned a risk factor rating based on the following factors:

- the participant – elderly, young children, people with special needs
- the setting/environment – where is the activity taking place and what is the level of risk
- the nature of the activity - direct, indirect, offsite supervision
- the nature of the relationship between the volunteer and the participant

If it is determined that the risk of providing an activity is too great and the consequences too serious, the town has the option to eliminate the activity

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entirely, modify the activity so as to reduce the risk or mitigate the risk to the town by having a third party assume part or all of the liability for a specific activity. Positions will be grouped according to their level of risk.

- Low risk: minimal or no contact with children, elderly or those with special needs
- Medium risk: personnel who work with children, elderly or those with special needs, but are never alone with them
- High risk: personnel who have the opportunity to be alone with children, those with special needs or the elderly; personnel who are in a position to exert influence over participants in the program

Screening standards are based on the risk factor (i.e. for low risk everyone shall fill out an application form and periodically meet with their supervisor; for high risk positions, all of the screening steps should be followed)

To reduce risk in specific positions, the following safeguards will be implemented:

- In medium to high risk activities, volunteers will work in pairs
- Where possible, an experienced person will work with new volunteers

Students fulfilling their requirements for 40 hours of community hours, or others assigned community service hours, are required to work under the direct supervision of a volunteer supervisor or town staff person.

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Volunteer Registration

Name: _____

Home Address: _____

Telephone No: _____

Alternate No: _____

Emergency Contact: _____

Emergency Contact Information:

Name: _____

Relationship: _____

Address: _____

Phone: _____ Work: _____

1. What interests you in applying for a volunteer position with our municipality?
(i.e. To do something good for the community, to be social, to learn new skills, to have a voice in what is happening)

2. Do you have any medical or physical conditions that could affect your ability to fulfill the requirements of this volunteer position? Yes No

If yes please explain:

(If medical condition changes such that it would affect your volunteer placement, you are required to notify the town in writing.)

3. Have you volunteered before? If so, for what organization and in what capacity?

4. What type of volunteer position are you looking for? What setting? Do you tend to like to work alone or with others?

Number of hours available per month: am _____ pm _____

References: Name and Phone number (non-relative only)

1. _____

2. _____

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I understand and agree that:

- I will not be paid for my volunteer work
- I must adhere to Town policies, guidelines and procedures, as well as the law of Ontario and Canada
- I will be covered under the Town's liability insurance.
- I will not be covered under the Town's benefits program.
- I will be covered under the Town's WSIB coverage.

I, _____ acknowledge that I am over under the age of 18 and will provide services to the Town of Gore Bay on a volunteer basis.

Signature

Date

Volunteer Waiver:

I agree to release and discharge the Town of Gore Bay from and against all claims and proceedings in respect of any damages or injury sustained by myself arising by reason of my provision of these services as a volunteer for the Town of Gore Bay.

To be signed by parent/guardian if volunteer is under the age of 18.

Signature of Parent/Guardian

Date

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Reference Check Authorization Form

I hereby authorize staff from the Town of Gore Bay to conduct a reference check of the references that I have provided on my application for a volunteer position with the Town of Gore Bay.

Name (please print)

Signature

Date Signed

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**New Volunteer Position Risk Assessment Management
Form**

Job
Position: _____ Date: _____

Staff Evaluating This Position: _____

These Questions should be asked for any new volunteer, to the participant, to the Town?

1. What are the potential risks, i.e. to the volunteer, to the participant, to the town?
2. How likely is it that the potential risk will occur? (not likely, possible, probable)
3. What would be the consequences of something happening?
4. Can we accomplish our purpose if we eliminate this activity?
5. How can we modify the risk?
6. Is there a way to transfer the risk?
7. Can we assume the risk?

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Rating Risk

Position: _____

1= the least risk
10= the most risk

POSITION	1	2	3	4	5	6	7	8	9	10	RISK
Participant											
Environment											
Activity											
Supervision											
Nature of Relationship											

Participant: elderly, young children, special needs?
 Setting/Environment: where is the activity taking place and what is the level of risk?
 Nature of Activity: handling money, selling tickets?
 Level of Supervision: supervision of activity lowers the risk
 Nature of Relationship: position of trust (coaching)

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Volunteer Position Description

Position Title: _____

Location: _____

Reports to: _____

Position Summary:

Qualifications and Skills:

Responsibilities:

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