



POLICY

TITLE: Volunteer Policy
NUMBER: ADM-007
CATEGORY: Administration
DATE: February 20, 2019
References: By-law 2019-11

1.0 Purpose

The Corporation of the Municipality of Centre Hastings realizes the positive impact Volunteers have on making our community a caring, vibrant and unique place to live and work. The purpose of this policy is to develop a process that supports municipal Volunteers and encourages volunteerism by establishing best practices and minimizing risk. The Municipality uses volunteers to augment the services provided to residents and service users. Volunteer opportunities will endeavour to provide new skills and perspectives to Volunteers. The Municipality of Centre Hastings has the ability to provides a wide range of volunteer opportunities for all ages throughout the municipality.

2.0 Definitions

- Volunteer: a person who provides service to the community under the supervision of the Municipality of Centre Hastings, generally without compensation or other consideration.
- Vulnerable Sector Check: search of police involvement in accordance with the LEARN guidelines and a search for sexual offence convictions for which an individual has received a pardon.
- Vulnerable Person: a person under the age of 18; and/or a person living with a disability who is in need of assistance to meet his/her basic needs with regards to personal care of the management of his or her property.

3.0 Guiding Principles

A volunteer is obligated to maintain a high standard of personal and professional conduct, to preserve the confidence placed in them by Council, staff and the community. The Municipality of Centre Hastings holds the commitment that volunteers make to their community in the highest regard and uses the following Guiding Principles for the Municipal Volunteer Program:

1. Participation: The Municipality of Centre Hastings encourages citizens to volunteer and contribute their expertise to improve their community;
2. Dedicated and Qualified People: The Municipality of Centre Hastings invites citizens to share their time and talent freely for the benefit of their community;
3. Recognition: The Municipality of Centre Hastings and the community appreciate the commitment and time given by their volunteers and recognize the spirit in which it was given;
4. Balance: The Volunteer program and policy aims to balance the interests of the community, the volunteers and the Municipality of Centre Hastings by ensuring that these interests are clearly defined and agreed upon;
5. Training: The Municipality of Centre Hastings will provide any orientation and training required for a volunteer to safely fulfill their role.

4.0 Volunteer Recruitment

A potential volunteer must complete the Municipality of Centre Hastings' Volunteer Application form (Appendix A) in order to be considered for volunteering activities. Staff and/or Council will evaluate volunteer applicants based on their expertise, experience and enthusiasm.

Criminal Record Checks and/or Vulnerable Sector Checks can be requested for any position whereby it is deemed necessary, such as if the volunteer role would require work with a vulnerable person.

The Municipality of Centre Hastings reserves the right to relieve a volunteer of their duties at any time.

5.0 Insurance and Liability

The issue of liability is based on the principle that people are responsible for their conduct in the course of daily activities. Failure to conduct oneself in a responsible and reasonable manner could result in some injury to oneself or others. Negligent conduct can include acts of commission or omission. The resulting damage might be to either person or property. While acting in the capacity of a volunteer, individuals must conduct themselves in a responsible, safe and reasonable manner at all times.

While taking part in volunteer duties for the Municipality of Centre Hastings, registered volunteers are covered under the Municipal liability insurance. This Insurance does not cover loss or damage to a volunteer's property.

Volunteers are not authorized to use Municipally owned or leased vehicles. The municipality does not provide any auto-liability coverage to a volunteer's personal vehicle driven on the behalf of the Municipality during their volunteer duties.

The Workplace Safety and Insurance Board (WSIB) does not provide coverage for volunteers. Any person incurring an injury or illness while volunteering will not be covered by the Municipality of Centre Hastings' WSIB policy.

6.0 Health and Safety

The Municipality of Centre Hastings will take all reasonable precautions to protect the health and safety of Volunteers while performing their volunteer duties. The municipality will provide any necessary health and safety training and identify hazards within the workplace.

7.0 Conflict of Interest

Volunteers have a broad range of interests that may from time to time lead to conflicts of interest. Volunteers will be considered to have a conflict of interest when their private objectives conflict with municipal objectives. As such volunteers shall not:

1. Benefit financially from their membership other than an honorarium that may be paid in certain circumstances;
2. Place themselves in a position where they are under obligation to any person who may benefit from the circumstances;
3. Deal with any application, agreement or contract in which they, any family member, partner or company has an interest;
4. Gain personal benefit from any knowledge about a municipally related matter;
5. Give preferential treatment to any person, partner, organization or company where the member has a financial interest.

Where conflict of interest exists, the volunteer shall declare the conflict, or possible conflict, and withdraw from direct involvement in the matter and refrain from any discussion or comment that might influence a decision. Volunteers shall ensure the conflict or possible conflict of interest is recorded by a staff member.

8.0 Training

Volunteers will be provided with any training deemed necessary to fulfil their role. Furthermore, staff will provide ongoing support to volunteers and will facilitate volunteer meetings as appropriate.

9.0 Responsibilities

Council:

- Treat volunteers with dignity and respect;
- Support the Volunteer Program within the Municipality.

Staff:

- Treat volunteers with dignity and respect;
- Provide an overview of the volunteer responsibilities with a specific department;

- Keep volunteers informed of new policies and procedures;
- Track volunteer hours worked;
- Provide training to volunteers on items such as but not limited to - health & safety, responsibilities of the volunteer, policies and procedures;
- Recognize Volunteer's contribution to the Municipality;
- Work with departments to identify volunteer opportunities;
- Promote volunteer opportunities within the Municipality;
- Recruit new volunteers as required;
- Match potential volunteers with volunteer opportunities;
- Coordinate the volunteer intake process;
- Maintain and enhance the volunteer process.

Volunteer:

- Identify areas of interest, availability and time commitment;
- Maintain confidentiality of information and sign the Municipal Confidentiality Agreement (Appendix B);
- Cooperate with staff and clients/public;
- Only undertake activities directed by staff and/or Council;
- Speak with your staff representative when issues arise;
- Offer advice, feedback and suggestions;
- Adhere to all relevant municipal policies, procedures and by-laws;
- Act as a positive ambassador of the Municipality of Centre Hastings;
- Be considerate, respect competencies and work as a team with all staff, Council and other volunteers;
- Not to speak on behalf of the Municipality of Centre Hastings without permission from Council or staff.

10. Appreciation and Evaluation

The Municipality will recognize Volunteers on an annual basis for their contributions.

Exit meetings and/or exit surveys plus general surveys to current Volunteers on the Volunteer intake process and their experience as volunteers will be undertaken. Recommendations from survey results will be used to improve and enhance the Volunteer Program when applicable.

Appendix A – Volunteer Application Form



Name:	Telephone:
Address:	Email:
Emergency Contact Name:	Emergency Contact Telephone:
What type of Volunteer roles are you interested in?	
Do you have any previous volunteering experience? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes please give details:	
Explain why you would like to become a Municipal Volunteer. Please include any skills or experience which would be of value to the community:	
What is your availability to volunteer? Please include days, whether you have daytime/evening availability, if you go away for the winter etc.	
Do you have any medical issues we should be aware of (e.g. heart condition, diabetes etc.)? Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, please explain:	
Please provide any additional information which may be of assistance in the selection process:	

Applicant Signature: _____

Personal information on this form is collected under the authority of the Municipal Freedom of Information and Protection of Privacy Act c.M56 s.29(2) and will be used to appoint citizen members to municipal boards, or committees. Information on this form will be disclosed to the public for candidate selection purposes. Questions about this collection should be directed to the Municipal Clerk.

Appendix B – Volunteer Confidentiality Statement



The Municipality of Centre Hastings and its Boards, Committees, Volunteers and Employees adhere to the requirements of the Municipal Freedom of Information and Protection of Privacy Act,

I, _____, am a volunteer citizen member of the Corporation of the Municipality of Centre Hastings.

I HEREBY ACKNOWLEDGE AND UNDERSTAND THE FOLLOWING:

THAT the Municipal Freedom of Information and Protection of Privacy Act provides that all persons appointed or chosen under the authority of a municipal council are governed by the said Act and includes citizen members of boards, committees and volunteers appointed by Council from time to time;

THAT the Municipal Freedom of Information and Protection of Privacy Act, Section 48, provides for penalties for contravention of the said Act;

I FURTHER ACKNOWLEDGE AND UNDERSTAND THAT in the course of carrying out my volunteer role, I may have access to and may be dealing with records containing confidential information and/or personal information which reveals the identity of the person who is the subject of the record or identify a person who has provided information about the subject of the record;

I HEREBY AGREE to hold such information confidential and, except as may be legally required, will not disclose or release it to any person at any time without proper consent or authorization;

I FURTHER AGREE to take appropriate security measures to prevent unauthorized access to confidential information.

DATED at the Municipality of Centre Hastings this _____ day of _____, 20____.

Signature: _____ Witness: _____