



Policy

POL.COR.20.01 Volunteer Policy

Policy Type: Corporate Policy (Approved by Council)
Date Approved: July 13, 2020
Department: Administration – Human Resources
Staff Report: FAF.20.02
By-law No.:

Policy Statement

The Corporation of the Town of The Blue Mountains (Town) recognizes the positive impact that volunteers have on making our community a caring and inclusive place to live and work. Volunteers assist in providing strong, sustainable programming and supplement the services provided by the Town, and further the Town’s Mission Statement. The Town supports individuals who wish to achieve their goals and objectives through volunteer opportunities.

Purpose

The purpose of this policy is to outline the overall framework for the recruitment and management of volunteers involved in the delivery of Town services, and/or special events.

This policy is designed to:

- Encourage the adoption of volunteer management practices in accordance with and consideration for the References and Related Policies as found on page 6.
- Conduct the recruitment, training and management of volunteers in a manner that mitigates risk and enhances Town program delivery.
- Ensure volunteers are effectively recruited, managed, and supported during their tenure with the Town of The Blue Mountains, which includes accommodation of accessibility requirements.
- Provide guidance to paid employees for the facilitation of positive volunteer experiences.

Application

This policy applies to individuals acting in a volunteer capacity who assist the Town to deliver programs and services. This policy also applies to employees of the Town who facilitate the volunteer program.

Definitions

Criminal Record Check means a background search of criminal history by police.

Screening means the process of volunteers applying to, interviewing with, and being selected by the Town. Recruitment, selection, interviewing, application, reference-checking and candidate follow-ups may be included in this process.

Supervisor means a person, either a Town staff member or a volunteer, who oversees the management of volunteers and volunteer activities.

Volunteer means an individual or member of a group who freely and willingly contributes time, energy and support by performing a defined task directly on behalf of the Town of The Blue Mountains without compensation, or expectation of compensation.

Vulnerable Person means a person who, because of their age, a disability, or other circumstances, whether temporary or permanent are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust.

Vulnerable Sector Screening "VSS" means the police-screening and background check of individuals who intend to work or volunteer with, or in proximity to, vulnerable people.

Values and Standards

The Town recognizes volunteer involvement is vital to a just and democratic society, fostering civic responsibility, participation, and interaction. Volunteers strengthen communities and promote change and development by identifying and responding to community needs. By fostering volunteer programs, the Town's capacity to accomplish goals and level of service objectives is increased.

The Town commits to providing a safe and supportive environment for volunteers while volunteers make a commitment to the Town to act responsibly and with integrity, furthering the mission, vision, and values of the Town.

Procedures

1. Town staff requesting volunteers will develop volunteer job descriptions outlining scope of work, required training and resources, for each volunteer position. Job Descriptions will be reviewed and updated as required.
2. The Town will actively solicit volunteer applications as needed. The Town will accept unsolicited applications with the caveat that unsolicited applications will be destroyed after six (6) months and the Town is under no obligation to review unsolicited applications received when considering volunteer recruitment.
3. The Town will provide notice of active volunteer opportunities through a combination of the following: posting on the Town's website, through the Town's social media platforms and posting notice at Town facilities. If the originating department wishes to advertise in a local paper, advertisement costs must be funded through that department's budget.
4. Individuals who wish to volunteer with the Town are required to submit, at minimum, the Volunteer Application Form ("VAF" – see Appendix 1). Resumes and cover letters may accompany the VAF as available.
5. Volunteers must be a minimum of fourteen (14) years of age at the time their application is filed. Certain volunteer positions may require the individual to be at least sixteen (16) years of age (Special Events).
6. Upon receipt of a completed Volunteer Application Form (Appendix 1), the Town will review applicant's qualifications and areas of interest.
7. If a Supervisor identifies a volunteer need, the applicant(s) will be contacted for a meeting with staff to review their application and further discuss the volunteer opportunities available.
8. Following a successful in-person meeting, the Town will request applicant's consent to perform a Criminal Record Check or VSS and Criminal Record Check (as applicable). Managers who require Human Resources to conduct the reference check must budget accordingly.
9. Volunteers are not covered under the Town's Workplace Safety and Insurance Board ("WSIB"). The Town does carry Volunteer Accident coverage which is in place while a volunteer is performing his or her duties for the Town.
10. Applicants who do not consent to a Criminal Record Check or VSS and Criminal Record Check (as applicable) will not be accepted into the Town's volunteer program.
11. Applicants who consent to a Criminal Record Check or VSS and Criminal Record Check (as applicable) but fail this screening may not be accepted into the Town's volunteer program.

12. Applicants who consent to and pass the Criminal Record Check or VSS and Criminal Record Check (as applicable) and are deemed a suitable candidate will be accepted into the Town's volunteer program.
13. Town staff operating as Supervisors of minor volunteers (under 18 years of age) will be required to complete a VSS.
14. Each volunteer will be required to sign an acknowledgement of the conditions of volunteer involvement with the Town. In the event the volunteer is under sixteen (16) years of age, the volunteer's Parent or Guardian will be required to sign the acknowledgement on behalf of the volunteer. Each volunteer will be provided with an appropriate Job Description, the volunteer's responsibilities will not reflect the full responsibilities of a Town position.
15. Each volunteer will be required to sign a Volunteer Agreement and Release and Waiver of Liability and Indemnity (Appendix 2), and a Statement of Confidentiality (Appendix 3). In the event the volunteer is under sixteen (16) years of age, the volunteer's Parent or Guardian will be required to sign the Volunteer Agreement and the Statement of Confidentiality on behalf of the volunteer.
16. Corporate training will be conducted with new volunteers upon entry into the program, and with existing volunteers as required due to legislative or policy change. Training programs will be funded by the originating department. Corporate training will include, but is not limited to, the following:
 - a. Volunteer Orientation led by Human Resources which includes an overview of applicable Town policies and procedures, consolidated into a "Volunteer's Handbook"
 - b. Accessibility Training
 - c. A Volunteer Code of Conduct Review and Acknowledgement
 - d. WHMIS and Workplace Occupational Health & Safety, as identified by the Human Resources & Health and Safety Coordinator
 - e. Work-site and job-specific training by Lead Hands/Service Area Managers (Worker "Supervisors")
17. Volunteers shall complete "Time Sheets" to record the number of hours spent in volunteer programming. Time Sheets are to be submitted to appointed Supervisors for retention.
18. Volunteers will receive a level of supervision appropriate to the task and will be provided with regular opportunities to receive and give feedback.
19. Vehicles and equipment not owned by the Town will not be covered under the municipal insurance policy and no compensation will be paid for loss or damage to same.

20. Personal information collected by the Town with respect to volunteer involvement will only be used for administration and management of the volunteer program. A volunteer file will include, but may not be limited to, the following:
 - a. Application form
 - b. Interview notes
 - c. Conditions of involvement
 - d. Criminal Record Check or VSS and Criminal Reference Check (as applicable) results
 - e. Position description
 - f. Training and orientation documentation, including the Volunteer Code of Conduct Acknowledgement
 - g. Evaluation and feedback records
21. When/if issues arise from time-to-time that require disciplinary action, Supervisors or appropriate Town personnel will initiate the action in accordance with POL.COR.13.24 Progressive Discipline Policy
22. In instances where continuing involvement of the volunteer in a program or service would put the volunteer and/or the Town or the public at risk, immediate dismissal of the volunteer is permitted.
23. Volunteers will be recognized on a yearly basis during National Volunteer Week (annually in April).

Exclusions

This policy does not apply to volunteer fire fighters, co-operative education students including high school co-op students, library volunteers or Committee of Council appointees.

During times of a declared emergency in accordance with the Town's Emergency Management Response Plan, this Volunteer Policy may be bypassed.

References and Related Policies

POL.COR.13.16 Integrated Accessibility Standards Regulation

POL.COR.13.24 Progressive Discipline Policy

POL.COR.17.04 Accessibility Standards for Customer Service

POL.COR.18.08 Workplace Violence and Harassment Policy

POL.COR.18.10 Social Media Policy

City of Orillia Volunteer/Placement Agreement/Release and Waiver

County of Northumberland Volunteer Services Policy, No. 4.22.2

[Volunteering in Ontario](#)

[Occupational Health & Safety Act](#)

[Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11](#)

[Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990](#)

Consequences of Non-Compliance

Failure to adhere to this policy will lead to disciplinary action up to and including termination of employment (in the case of Supervisors) or termination of volunteer privileges.

Review Cycle

This policy will be reviewed by Council once per term.



Town of The Blue Mountains

Volunteer Application Form

Volunteer Opportunity: _____

Applicant Information

Full Name: _____

Date of Birth mm/dd/yyyy: _____

Mailing Address: _____

Telephone Number: _____

Email: _____

Emergency and Medical Contacts

Emergency Contact

Full Name: _____

Address: _____

Relationship to Applicant: _____

Telephone Number: _____

Secondary Telephone Number: _____

Medical Contact

Family Doctor or Nurse Practitioner: _____

Telephone Number: _____

Interests, Employment and Volunteer Experience

Interests, Hobbies, Special Skills: _____

Employment Experience: _____

Volunteer Experience: _____

Appendix 1

Tell us why you would like to volunteer your time: _____

Availability

Please check all that are applicable

I am available:

Mornings (Mon.-Fri.) Weekends One Time Only

Afternoons (Mon.-Fri.) Once a Week As Needed

Evenings (Mon.-Fri.) More than Once/Week Other

The following types of volunteer opportunities interest me: _____

References

Please provide contact details for a minimum of three (3) people who know you well and can attest to your character, skills, and dependability. Please include your current or last employer.

Name and/or Organization	Relationship to you	Length of Relationship	Telephone Number	Email Address

Please read the following carefully before signing this application:

I understand that this is an application for and not a commitment or promise of volunteer opportunity. I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with Staff of the Town that is true, correct, and complete to the best of my knowledge. I understand that information contained on my application will be verified by the Town. I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with the Town or my termination as a volunteer.

I consent to the Town completing a Criminal Record Check or VSS and reference check.

Signature: _____ Date: _____

The Town is an equal opportunity employer and organization that is committed to providing an inclusive and barrier-free environment for volunteers. If your application requires accommodation please contact Human Resources, hr@thebluemountains.ca, 519-599-3131 ext. 265.

Personal Information contained on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Town Clerk, Town of The Blue Mountains, 32 Mill Street, P.O. Box 310, Thornbury, Ontario N0H 2P0 519-599-3131.



Town of The Blue Mountains

Volunteer Agreement and Release, Waiver of Liability and Indemnity Statement of Confidentiality

I, _____ understand that I will be volunteering for The Corporation of the Town of The Blue Mountains ("Town") and that while volunteering, I will be under the direct supervision of a Town staff member.

As a volunteer, I fully understand and agree as follows:

1. That I will not receive any remuneration, salary, wages, payment or any employee benefits, or be covered by Workers' Safety and Insurance Benefits.
2. That except as authorized, I will not use the Town's facilities or equipment.
3. In consideration of being permitted to participate as a volunteer, I agree to assume all risk of loss or damage of any nature and kind, including death to myself or damage to my property while on any of the premises of the Town or elsewhere resulting directly or indirectly from my activities and performance as a volunteer.
4. That all material prepared by me in the performance of my volunteer placement or volunteer services, including copyright therein, shall become the sole property of the Town. I waive any moral rights I may have with respect to all material prepared pursuant to this Agreement in favour of the Town and any of its assignees and licenses.
5. I agree to indemnify and save harmless the Town from and against all loss, injury, costs or damages of any form, type howsoever caused or arising, including litigation expense, or legal fees that the Town may incur or be exposed to due to any claim made against the Town arising out of or carrying out the volunteer activities.

By signing this Agreement, I acknowledge that I have read, understood and agreed to the above conditions, release, waiver and indemnity, and that I have been provided the opportunity to obtain legal advice prior to signing this document.

Date: _____

Volunteer's Name: _____ Signature _____

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

Parent/Guardian Signature



Town of The Blue Mountains

Statement of Confidentiality

I, _____ understand that in the course of participating as a volunteer, I may be in receipt of confidential information including, but not limited to, client identities, materials, records, and memoranda.

I agree that I shall not, at any time while I am providing volunteer services to the Town, or at any time after those services are completed, disclose, divulge, provide or disseminate to anyone such confidential information, except as may be required by law or at the request of the Town.

Furthermore, I agree that confidential information will not be used for any purpose other than its reasonable intended use in the normal performance of volunteer duties for The Corporation of the Town of The Blue Mountains.

Date: _____

Volunteer's Name: _____ Signature _____

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

Parent/Guardian Signature