



VOLUNTEER POLICY

1. PURPOSE

The Corporation of the Municipality of Mississippi Mills values and encourages the involvement of volunteers within all appropriate programs, activities and services.

Including volunteers in Municipal activities is beneficial to both the Municipality and to the individuals involved. Benefits are derived from the inclusion of citizens in the planning and delivering of services to the Municipality and its citizens.

Individual volunteers benefit from the opportunity to gain new experiences from the training they receive from Municipal staff, as well as from the satisfaction derived from sharing their skills with others. The Municipality wants to provide its citizens with a variety of services that support and enhance a vibrant community.

The purpose of this policy is to establish volunteer management policies and procedures that enhance program delivery while protecting community members, volunteers and the Municipality from harm.

2. DEFINITIONS

- a. **Emergency Volunteer:** A volunteer engaged by the Municipal Emergency Control Group.
- b. **Municipality:** The Municipality of Mississippi Mills.
- c. **Municipal Staff:** Individuals who perform paid work on behalf of the Municipality.
- d. **Program Administrator:** An employee within the department responsible for the Volunteer who is responsible for the organization and administration of the volunteer placement.
- e. **Volunteer Coordinator:** An employee within the department responsible for the Volunteer who is responsible for the training of volunteers. The employee may be present during the volunteer placement to coordinate volunteer activity.
- f. **Volunteer Captain:** A volunteer who will act as primary contact between the Municipality and a group of volunteers. The volunteer captain will be the supervisor of the volunteers within his/her group.
- g. **Volunteer:** Any person who gives freely of their time, energy and skills for public benefit, without monetary compensation or the expectation of financial compensation.
- h. **Volunteer Placement:** A volunteer placement is designed for volunteer(s) within a respective department to fulfill predetermined duties defined in the Volunteer Terms of Reference and section 4 of this policy.

3. SCOPE

This policy shall apply to all persons who volunteer in any capacity with the Municipality of Mississippi Mills and all employees who recruit, oversee, supervise and/or work with volunteers. The policy shall apply to activities on public properties. This policy does not apply to emergency volunteers, volunteer firefighters or educational placements.

Volunteering for the Municipality of Mississippi Mills provides an opportunity for members of the public to contribute to the community. Volunteers can be used for many purposes including recreational, cultural, environmental, social, community services and various civic activities.

Volunteers will not be used to:

- Replace or take away paid work from employees.
- Backfill existing employee positions (vacancies, leaves) except in a declared emergency under the Emergency Response Plan.
- Offset or supplement workload pressures or activities that would typically be conducted by a paid employee except in a declared emergency under the Emergency Response Plan.

All Volunteers under the age of 80 performing duties on behalf of the Corporation are insured in accordance with the Corporation of Mississippi Mills General Liability Insurance Policy.

A volunteer is only volunteering, and therefore covered by Municipal insurance, after they have reported to the Volunteer Captain or Volunteer Coordinator on the day they are scheduled to volunteer. Once the scheduled volunteer time is concluded, they cease to be a Volunteer.

Volunteers shall not be permitted to operate Municipal Vehicles or Equipment unless authorized by the CAO.

4. RESPONSIBILITY

a. The Chief Administrative Officer (CAO):

- Develop and maintain the volunteer policy and procedures and guidelines
- Communicate the policy and procedures to Municipal employees.
- Provide advice and guidance to volunteer program administrators and supervisors of volunteers, as required.
- Ensure corporate policies, health and safety guidelines, and human resources related information and guidance is readily available to program administrators and Volunteer Coordinators.
- Develop applicable forms, templates and tools for the effective administration of the volunteer program

b. Municipal Employees:

It is expected that the department responsible for the recruitment of the volunteers shall:

- Provide thorough orientation and training, including health and safety training and any other necessary tools to prepare volunteers for a successful placement experience.
- Provide necessary equipment, tools, technology as required for the volunteer placement.
- Ensure that all necessary forms and documentation is completed prior to commencement of the placement (i.e. sign-off on training acknowledgement forms, waiver, volunteer contract, and determine if Police Record Check including Vulnerable Sector Screening is required).
- Verify the understanding of the scope of the position with the volunteer.
- Manage, support and coordinate volunteers and their activities related to the service or program being provided.
- Treat volunteers as respected members of the work team in accordance with the Employee Code of Conduct, Respect in the Workplace, Violence & Harassment in the workplace policies.
- Provide guidance, direction and support through a volunteer coordinator who acts as a supervisor of the volunteer.
- Provide recognition and show appreciation for the contributions of volunteers on an on-going basis where possible.
- Accommodate accessibility needs as required.
- Maintain accurate records of volunteer information including the number of hours completed and rendered, if applicable.

c. Volunteers:

- Adhere to applicable Municipal rules, policies, procedures, regulations and standards and comply with all directions issued by the Volunteer Coordinator and supervisor.
- Be prompt and reliable in reporting for duty; notifying the immediate supervisor as early as possible if unable to report as scheduled.
- Attend orientation and training sessions as provided.
- Consult with assigned supervisor before undertaking any new responsibilities.
- Maintain the confidentiality of any information that is accessed, exchanged or conveyed during the duration of the placement
- Wear attire or assigned PPE appropriate for safety and public perception while volunteering.
- Provide a Police Record Check (including Vulnerable Sector Screening) as required.
- Sign a completed Volunteer Contract.
- Sign a Volunteer Waiver.
- Complete all applicable forms and documentation prior to commencement of the placement.
- Comply with all injury reporting requirements of the Municipality

d. Volunteer Captain:

In addition to the volunteer responsibilities outline in section “c. *Volunteers*”, the Volunteer Captain shall:

- Be the primary point of contact between the Municipality and the Volunteer Group.
- Obtain a Police Vulnerable Sector Check.
- Supervise the volunteers in his/her volunteer group.
- Organize and communicate when the volunteer group will be providing their service to the Municipality.
- Ensure a first aid kit is available to all volunteers.
- Maintain accurate records of volunteer information including the number of hours completed and rendered, if applicable.
- Be provided with his/her groups volunteered medical information and be aware of any potential risk within their volunteer group. The Volunteer Captain shall maintain the medical forms in a binder on site when volunteering.
- Perform any additional tasks identified in the Terms & Conditions of the contract.

5. ADHERENCE TO CORPORATE POLICIES

Volunteers must abide by applicable Municipal policies and procedures including, but not limited to: Code of Conduct, Respectful Workplace Policy, Violence/Harassment in the Workplace Policies, Mississippi Mills’ Accessibility Policy, Health and Safety Policy, Social Media Policy. Volunteers must also complete Site-Specific safety training provided by the Municipality.

Reference Documents:

- Volunteer Handbook
- Volunteer Application Form
- Volunteer Waiver
- Volunteer Contract

Corporate Policies:

- Employee Code of Conduct
- Health & Safety Policy
- Respect in the Workplace Policy
- Violence in the Workplace Policy
- Harassment in the Workplace Policy
- Accessible Customer Service Policy
- Social Media Policy

6. RECORDS MANAGEMENT AND RETENTION

Documents and records generated as a result of this policy will be maintained in accordance with the Municipality’s Records Retention By-law.

7. COMPLIANCE

Failure to comply with this policy may result in discipline up to and including dismissal.