

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF MARCH 18, 2014

Item 3, Report No. 4, of the Finance, Administration and Audit Committee, which was adopted without amendment by the Council of the City of Vaughan on March 18, 2014.

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VOLUNTEER POLICY

The Finance, Administration and Audit Committee recommends:

- 1) That the recommendation contained in the following report of the Commissioner of Strategic & Corporate Services and the Director of Human Resources, dated March 3, 2014, be approved;**
- 2) That staff report back on a process/protocol to allow for volunteers/mentoring in Council offices in time for the new Council term 2014-2018; and**
- 3) That staff investigate the possibility of creating a program similar to the 'Page' program used in Ottawa that could be used to provide community service opportunities.**

Recommendation

The Commissioner of Strategic & Corporate Services and the Director of Human Resources, in consultation with the Interim City Manager and the Senior Management Team, recommend:

1. That the Volunteer Policy be approved subject to any additional comments and/or direction from the Committee.

Contribution to Sustainability

The Volunteer Policy will support the City in attracting and retaining volunteers for the various programs and special events in our community.

Economic Impact

There is no economic impact associated with this report.

Communications Plan

The City of Vaughan new Volunteer Policy will be communicated to all City staff once the policy has been approved by Council. Training on the policy will also be provided to front line staff involved in the recruitment and management of volunteers as appropriate.

Purpose

The purpose of this report is to seek approval of the Volunteer Policy.

Background - Analysis and Options

The City of Vaughan and its citizens have benefited from the services offered by volunteers for a number of years. The establishment of a Volunteer Policy is a critical step in recognizing the essential role that volunteers play in building a healthy and vibrant City and in contributing to making a community of choice for current and future generations.

As the City is growing, it is important to establish a policy that addresses volunteers for the following key reasons:

- To develop systems and processes that support municipal volunteers and volunteerism by establishing best practices in the management of volunteers and minimizing risk to the organization and to the municipal volunteers;

CITY OF VAUGHAN

EXTRACT FROM COUNCIL MEETING MINUTES OF MARCH 18, 2014

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- To provide a framework for municipal volunteers to complement and/or supplement City programs, services and events;
- To provide high quality volunteer experiences for individuals who volunteer with the City;
- To ensure that municipal volunteers understand their responsibilities and commitments to the City of Vaughan; and
- To assist in connecting volunteers to the larger organization and its mission.

Noting that the City has been using volunteers for a number of years, staff consulted with all departments, especially ones that recruit a high volume of volunteers such as Recreation and Culture, reviewed policies from other municipalities and in an effort to create a draft policy that addresses the City of Vaughan's needs and captures essential elements of the City's current practices.

In addition to the policy, a 'procedures for managers' has been developed to address all aspects of implementation of the policy. The procedures will cover the City's vision, mission, benefits of volunteering and all components of a successful volunteer program.

Relationship to Vaughan Vision 2020

This report is consistent with the priorities previously set by Council and supports the City's objective to demonstrate excellence in service delivery and promote community safety, health and wellness.

Regional Implications

There are no Regional implications associated with this report.

Conclusion

The City of Vaughan recognizes the value of volunteers in supporting City programs and has developed the draft Volunteer Policy to ensure consistency, sound management, equitable practices and overall sound volunteer management practices.

Attachments

1. Draft Volunteer Policy

Report prepared by:

Demetre Rigakos, Director of Human Resources

(A copy of the attachments referred to in the foregoing have been forwarded to each Member of Council and a copy thereof is also on file in the office of the City Clerk.)

FINANCE, ADMINISTRATION AND AUDIT COMMITTEE – MARCH 3, 2014

VOLUNTEER POLICY

Recommendation

The Commissioner of Strategic & Corporate Services and the Director of Human Resources, in consultation with the Interim City Manager and the Senior Management Team, recommend:

1. That the Volunteer Policy be approved subject to any additional comments and/or direction from the Committee.

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- To develop systems and processes that support municipal volunteers and volunteerism by establishing best practices in the management of volunteers and minimizing risk to the organization and to the municipal volunteers;
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Demetre Rigakos, Director of Human Resources

Respectfully submitted,

Joseph Pittari
Commissioner of Strategic and Corporate Services

Demetre Rigakos
Director of Human Resources

**CITY OF VAUGHAN
POLICY MANUAL**

SECTION: STRATEGIC & CORPORATE SERVICES	<div style="text-align: right; font-size: small;">(To be completed by Clerk's Dept. following Council approval)</div> <div style="text-align: right; font-weight: bold; font-size: large;">POLICY NO.: XXXX</div>
(To be completed by Clerk's Dept)XXXXXX)	
DEPARTMENT: HUMAN RESOURCES	SUBJECT: VOLUNTEER POLICY

PURPOSE

The Corporation of the City of Vaughan values and encourages the involvement of volunteers within all appropriate programs, activities and services.

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

Individual volunteers benefit from the opportunity to gain new experiences from the training they receive from City staff, as well as from the satisfaction derived from sharing their skills with others. The City 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 Corporation from harm.

APPLICABILITY AND USE OF VOLUNTEERS

This policy applies to all persons who volunteer in any capacity with the City of Vaughan and all employees who recruit, oversee, supervise and/or work with volunteers.

Volunteering for the City of Vaughan 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.

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Volunteers should not be used to:

- Replace or take away paid work from employees.
- Backfill existing employee positions (vacancies, leaves).
- Offset or supplement workload pressures or activities that would typically be conducted by a paid employee.

DEFINITIONS

Program Administrator:

The Program Administrator is an employee within the volunteer's department who is responsible for the organization and administration of the volunteer placement.

Supervisor of Volunteers:

The Supervisor is an assigned individual within the volunteer's department who will support, oversee and/or supervise the volunteer's development and/or work.

Volunteer:

A Volunteer is anyone who offers time, energy, and skills of his or her own free will for the mutual benefit of the volunteer and the organization. Volunteers work without financial compensation, or the expectation of financial compensation beyond an agreed-upon reimbursement for expenses. Volunteer includes people assisting others, both formally and informally.

Volunteering or Voluntary Action:

Refers to activities carried out by individuals, of their own free will, to shape and/or enhance their communities.

Volunteer Placement:

A volunteer placement is designed for volunteer(s) within a respective department to fulfill predetermined duties as defined by the volunteer placement responsibilities list.

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RESPONSIBILITIES

Volunteers:

- Adhere to applicable City of Vaughan rules, policies, procedures, regulations and standards.
- 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 uniform appropriate for safety and public perception while volunteering.
- Provide a Police Record Check (including Vulnerable Sector Screening) as required.
- Sign a completed Volunteer Agreement.
- Sign a completed Release of Liability, Waiver of Claims, Assumption of Risks and Indemnity Agreement
- Provide a Parental Consent Form (if under the age of 18).
- Complete all required forms and documentation prior to commencement of the placement.

City 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 agreement, and determine if Police Record Check including Vulnerable Sector Screening is required).

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**DEPARTMENT:
HUMAN RESOURCES**

**SUBJECT:
VOLUNTEER POLICY**

- 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 and the Respectful Workplace and Violence in the Workplace Policies and Procedures.
- Provide guidance, direction and support through an assigned member of staff who will act 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 number of hours completed and services rendered.

Human Resources:

In support of the Volunteer Policy and the Volunteer Procedures and Guidelines, Human Resources shall:

- Develop and maintain the volunteer policy and procedures and guidelines.
- Communicate the policy and procedures to City 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 supervisors.
- Develop applicable forms, templates and tools for the effective administration of the volunteer program.

ADHERENCE TO CORPORATE POLICIES

Volunteers must abide by applicable City policies and procedures including but not limited to: Code of Conduct, Respectful Workplace Policy, Violence in the Workplace Policy, Vaughan Accessibility Policy, Health and Safety Policy, Computer and Software Policy.

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Additional References:

- Volunteer Procedures and Guidelines
- Volunteer Application Form
- Volunteer Release of Liability, Waiver of Claims, Assumption of Risks, and Indemnity Agreement
- Parental Consent Form (if under 18 years of age)
- Volunteer Agreement

Corporate Policies:

- Employee Code of Conduct (Policy No. 05.5.21)
- Respectful Workplace Policy and Procedures (Policy No.05.5.22)
- Violence in the Workplace Policy and Procedures (Policy No. 05.5.23)
- Health and Safety Policies and Procedures
- Vaughan Accessibility Policy
- Computer and Software Policy
- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA)
- Fleet Management Policy (Policy No. 04.2.01)
- Police Record Check Policy (In Progress)