

Policy No:	HR – 019
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.

Volunteers will 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.

Council Approval:	2014/03/18	Amended:	yyyy/mm/da
Report No/Item:	FAA4/3	Report No/Item:	xx/xx
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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.

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.

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- 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).
- 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.

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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.

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)

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