



# Policy

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## Volunteer Policy

**Policy Type:** Corporate Policy (Approved by Council)

**Date Approved:** DATE

**Department:** Legislative Services

### Policy Statement

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The Corporation of the Municipality of West Grey (municipality / West Grey) recognizes the positive impact that volunteers have on making our community a caring and inclusive place to live and work.

Volunteers assist in delivery of programs and supplement the services provided by West Grey. The municipality supports individuals who wish to achieve their goals and objectives through volunteer opportunities.

### Purpose

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The purpose of this policy is to outline the overall framework for the recruitment and supervision of volunteers involved in the delivery of municipal 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 in this document.
- Conduct the recruitment, training and supervision of volunteers in a manner that mitigates risk and enhances municipal program delivery.
- Ensure volunteers are effectively recruited, supervised, and supported during their tenure with the Municipality of West Grey.
- Provide guidance to paid employees for the facilitation of positive volunteer experiences.

### Application

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

### Definitions

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

**Supervisor** means a person, either a municipal staff member or a volunteer, who oversees the volunteers and volunteer activities.

**Volunteer** means an individual or a group who freely and willingly contributes time, energy and support by performing a defined task directly on behalf of the Municipality of West Grey 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

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The municipality 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 municipality’s capacity to accomplish goals and level of service objectives is increased.

The municipality commits to providing a safe and supportive environment for volunteers while volunteers make a commitment to the municipality to act responsibly and with integrity.

## Procedures

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1. Municipal staff requesting volunteers will develop a description outlining scope of work, required training and resources, for each volunteer position. These descriptions will be reviewed and updated as required.
2. The municipality will actively solicit volunteer applications as needed. The municipality will accept unsolicited applications. All volunteer applications received will be retained in accordance with the municipal retention policy.
3. The municipality will provide notice of active volunteer opportunities through a combination of the following: posting on the municipal website, through the municipality’s social media platforms and posting notice at municipal facilities (where applicable). If the originating department wishes to advertise in a local paper, advertising costs must be funded through that department’s budget.
4. Individuals who wish to volunteer with the municipality are required to submit, at minimum, a Volunteer Application Form (VAF). Resumes and cover letters may accompany the VAF as available.
5. Volunteers must be a minimum of 14 years of age at the time their application is filed. Certain volunteer positions may require the individual to be at least 16 years of age (i.e. special events).
6. Upon receipt of a completed Volunteer Application Form, the municipality 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 discuss the volunteer opportunities available.
8. Following a successful in-person meeting (if applicable), the municipality will request

applicant perform a Criminal Record Check or VSS and Criminal Record Check (if applicable). Criminal record checks are provided free of charge, with municipal consent. Any fees incurred for VSS screens will be reimbursed. Those deemed to be a suitable candidate will be accepted into the municipality's volunteer program.

9. Municipal staff operating as supervisors of minor volunteers (under 18 years of age) will be required to complete a VSS.
10. Volunteers are not covered under the municipality's Workplace Safety and Insurance Board ("WSIB") coverage. Registered volunteers with the municipality would be covered under the municipal general liability insurance.
11. Each volunteer will be required to sign an acknowledgement of the conditions of volunteer involvement with the municipality. In the event the volunteer is under 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 a description of the volunteer responsibilities.
12. Each volunteer will be required to sign a Volunteer Agreement and Release and Waiver of Liability and Indemnity, and a Statement of Confidentiality. In the event the volunteer is under 18 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.
13. 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
  - b. Accessibility Training (if applicable)
  - c. A Volunteer Code of Conduct Review and Acknowledgement
  - d. WHMIS and Workplace Occupational Health & Safety (if applicable)
  - e. Work-site and job-specific training by lead hands/service area managers (worker "supervisors")
14. Volunteers are required to schedule their volunteer opportunities with their respective volunteer supervisor. Volunteers requiring tracking of hours are asked to do so independently and confirm with municipal staff as necessary.
15. Volunteers will receive a level of supervision appropriate to the task and will be provided with regular opportunities to receive and give feedback.
16. Vehicles and equipment not owned by the municipality will not be covered under the municipal insurance policy and no compensation will be paid for loss or damage to same.
17. Personal information collected by the municipality 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.
18. When/if issues arise from time-to-time that require disciplinary action, supervisors or appropriate municipal personnel will initiate the action in accordance with the West Grey Personnel Policy
19. In instances where continuing involvement of the volunteer in a program or service would put the volunteer and/or the municipality or the public at risk, immediate dismissal of the volunteer is permitted.

## **Exclusions**

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This policy does not apply to volunteer fire fighters, co-operative education students, or library volunteers.

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

## **References**

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[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 as necessary.