

TOWN OF THREE RIVERS

Volunteer Policy

Policy Number: TRHR-21

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Approved by: Council

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Policy Statement

The Town of Three Rivers defines volunteering as “time willingly given for the common good and without financial gain” and recognizes and values the unique skills, experiences, insights, and energy that volunteers bring to the Town of Three Rivers.

Volunteers help the Town of Three Rivers improve its capacity and deliver greater value to its community. The Town of Three Rivers will utilize volunteers in ways that enhance their experiences and complies with legislation and duty of care.

The Town of Three Rivers is committed to continuous improvement of its volunteer management practices.

Purpose

The purpose of this policy is to articulate the framework that ensures volunteering at the Town of Three Rivers is guided by fair and consistent principles and procedures that provide a positive experience and outcomes for volunteers, residents, and staff at the Town of Three Rivers.

Scope

This policy applies to all volunteers taking part in the Town of Three Rivers volunteer roles and staff supervising and/or working with volunteers at the Town of Three Rivers.

This policy includes, but is not limited to:

- Legal and regulatory responsibilities
- Volunteer roles at the Town of Three Rivers
- The recruitment, supervision, management, and termination/resignation of volunteers

Definitions

“Volunteer” means an individual who offers their services, skills, and experiences of their own free will to perform agreed tasks, outside of those designated for paid staff, for no financial reimbursement.

“Volunteering” means time willingly given for the common good and of the volunteer’s own free will and without coercion; for no financial payment; and in designated volunteer positions only.

“Staff” for the purposes of this policy, includes all permanent employees, contractors and consultants employed at the Town of Three Rivers.

Roles and Responsibilities

Volunteer Manager/Point of Contact at Town of Three Rivers

Responsible for:

- Development and administration of volunteering at the Town of Three Rivers
- Advising staff on deployment and supervision of volunteers
- Supporting volunteer recruitment and volunteer engagement

Volunteer roles

Volunteer hours and attendance times will be negotiated between the volunteer and their supervisor based on the requirements of the role and the availability of the volunteer.

All core work at the Town of Three Rivers is carried out by paid staff. Volunteers make a valuable contribution to the Town of Three Rivers by undertaking value-added tasks that would not be delivered by the Town of Three Rivers if not carried out by volunteers. Volunteers do not replace staff or carry out the work of paid staff.

Volunteers shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. A copy of such current certificate or license must be on file with the Town of Three Rivers.

Volunteers are not authorized to make any commitments, financial or otherwise, for the Town of Three Rivers, and have no purchasing authority. Any need for an expenditure of funds must be reported to the volunteer supervisor who will follow the Three Rivers Procurement Policy.

Volunteers working for the Town of Three Rivers are covered by the Town’s insurance policy except in the case of negligence or willful wrongdoing.

Volunteers will be provided with specific and detailed job descriptions for each volunteer role outlining defined work to be performed. Any work outside the job description must be approved by the Town of Three Rivers.

Recruitment and Selection

Recruitment of volunteers is coordinated by a staff member at the Town of Three Rivers in discussion with management. The staff member supervising volunteers is responsible for interviewing and selecting candidates to meet the requirements of the volunteer role.

In accordance with its policies and legislation, the Town of Three Rivers embraces diversity and values the unique contributions of all people regardless of gender, race, ethnic origin, age, religion, sexual preference, marital status, pregnancy, disability, or career responsibility. We are committed to providing an environment free of harassment and discrimination.

Volunteer roles may be promoted via the Town of Three Rivers' website and through a range of volunteering recruitment and community organizations.

All volunteer applications are considered on a merit basis. Assessment of suitability includes relevant experience and competencies that demonstrate the ability to achieve agreed outcomes, and capacity to attend at agreed times. Reference checks, Criminal Record and/or Vulnerable Sector checks may be conducted as part of the assessment process.

Any possible conflict of interest a volunteer may have will be openly declared and satisfactorily resolved as soon as possible between the volunteer and the Town of Three Rivers.

The Town of Three Rivers has the right to offer or withhold an offer of a volunteer placement to any applicant at their discretion and without explanation. The offer of a volunteer role at the Town of Three Rivers is in no way a commitment to an offer of a future paid role at the Town of Three Rivers.

Responsibilities of volunteers

As part of the recruitment process and prior to commencing as a volunteer, volunteers may be required to:

- a) Obtain a valid Criminal Record Check, Vulnerable Sector or drivers' license.
- b) Participate in interviews, orientation, and training.
- c) Acknowledge and agree to the Town of Three Rivers' Volunteer Agreement, and all relevant policies and procedures.
- d) Cooperate with the Town of Three Rivers in any action it considers necessary to maintain a safe working environment.
- e) Ensure the privacy and confidentiality of any information to which they have access is maintained as per the Town of Three Rivers' policies.

Supervision, support, and development

Staff managing volunteers are responsible for the appropriate request to engage, orientation, and project assignment and manage volunteers in accordance with this policy and associated procedures.

Volunteer supervisors assigned to supervise and coordinate volunteers will ensure that volunteers are supported in their role, in accordance with this policy and associated procedures.

Volunteer recognition will be determined by Council in accordance with the current Town Remuneration Bylaw.

Performance and conduct

If there are concerns with a volunteer's performance or behavior, these will be addressed by their supervisor according to the Town of Three Rivers' policies and procedures.

Termination and resignation

Termination of volunteers may be necessary where it is determined a volunteer:

- a) Fails to adhere to the Volunteer Agreement and all relevant policies and procedures.
- b) Does not have the necessary skills for the role.
- c) Breaches safety, privacy or confidentiality obligations specified by the Town of Three Rivers.
- d) Breaks the law.

Volunteers are entitled to end their volunteering activities at any time. Upon request, volunteers may be given an appropriate reference detailing their contribution to the Town of Three Rivers, such as length of hours, range of activities and achievements.

Privacy and confidentiality

In accordance with its Access to Information and Protection of Personal Information bylaw, the Town of Three Rivers respects the privacy and confidentiality of personal information supplied by volunteers.

Health and Safety

The Town of Three Rivers is committed to providing volunteers with a safe workplace.

On commencement, volunteers will be provided with relevant information and guidelines to ensure the maintenance of a safe and healthy workplace along with training and information regarding emergency procedures.

Volunteers are required to report all incidents to their supervisor as soon as possible.

Volunteers are expected to comply with all Human Resources policies and procedures of the Town of Three Rivers.

RELATED BYLAWS, POLICIES, PROCEDURES, AND FORMS

The Town of Three Rivers' policies, procedures and forms include:

- Access to Information and Protection of Personal Information Bylaw
- Volunteer Registration and Agreement Form
- Drivers Abstract
- Work Alone Policy
- Record of Non-Disciplinary Counselling Policy
- Fraudulent or Dishonest Conduct and Whistleblower Policy
- Collection and Retention of Personal Information
- Corrective Discipline Policy
- Handheld Wireless Communication Device Use
- Safety Policy
- Substance Abuse Prevention Policy
- Code of Conduct
- Domestic Violence Policy & Safety Plan
- Preventing and Resolving Harassment Policy
- Respectful Workplace Policy
- Property Loan Policy
- Cell Phone Use Policy
- Vaccination Policy