

	Town of Tillsonburg General Volunteer Policy			
	Policy Number	2-007		
	Approval Date	February 2019	Revision Date	
	Schedules			

A. POLICY STATEMENT

This policy recognizes the positive impact volunteers have on making our community a vibrant and unique place to live and work. Volunteers augment the services provided in the following areas: programs, recreation, parks, cemetery, museum and more. Volunteering provides opportunities for new skills, perspectives and demonstrating of particular talents to benefit our community.

B. PURPOSE

The purpose of this policy outlines the process for recruiting, appointing, training and supervising volunteers at the Corporation of the Town of Tillsonburg.

C. SCOPE

This policy applies to all persons who volunteer for the Town of Tillsonburg except for those serving on Advisory Committees and all employees who recruit and/or work with volunteers.

D. POLICY

The success of the volunteers depends on coordination of services and provision of training and support. Volunteers may be recruited for specific functions or general interest in volunteering which will be matched with a specific function. Staff will determine which positions are appropriate for volunteers and outline description for each position.

Definition:

Volunteer: a person who, while under the general supervision of the Town of Tillsonburg, voluntarily and without compensation, provides services to the town and community.

Application:

Volunteer applicants are required to complete and submit an application form. Applications will be reviewed by appropriate staff and will be kept on file in accordance with the town's Record Retention Policy.

TOWN OF TILLSONBURG	
General Volunteer Policy	
Policy Number	2-007

Volunteers selected through the process will be interviewed and screened to determine their suitability for and interest in any position. The screening process may require that a volunteer have a Reference Check or Criminal Record Check.

A parent or guardian's written consent is required for volunteers who have not reached the age of majority (18 years) prior to volunteering.

Placement:

Volunteers will be placed in positions in which they expressed interest and/or are best suited for the mutual benefit of the Town and the volunteer.

Orientation and Training:

Appropriate orientation and/or training will be provided where applicable. Corporate policies and procedures will be reviewed. The orientation will also detail the specific roles and responsibilities as well as limits of that volunteer position.

Insurance:

While performing duties as specified in their position, volunteers are covered by the Town's liability insurance against claims from third parties. Volunteers are not covered for personal injury, theft, breakage and vandalism of property. Volunteers must report any accident, injury and/or damage of property immediately to their supervisor, regardless of severity.

Supervision:

Regular supervision of a volunteer's work provides for appropriate direction and support. Volunteers will be provided with the name and contact information of their supervisor.

Recognition:

The municipality will recognize volunteers for their contributions.

Accessibility:

The Town of Tillsonburg is committed to ensuring that people with disabilities enjoy the same opportunities as all who live, work, visit and invest in our community. Persons who require accommodations are required to advise the department representative of their accommodation requirements.

Responsibilities:

Council

Council shall support the volunteer program within the municipality.

Corporation

- Treat volunteers with dignity and respect
- Provide adequate orientation and training and any other necessary tools for a successful experience

TOWN OF TILLSONBURG	
General Volunteer Policy	
Policy Number	2-007

- Manage, promote, support and coordinate volunteers and their activities
- Inform volunteers of any changes in policies and procedures
- Provide recognition and appreciation for the contributions of volunteers on an ongoing basis
- Accommodate accessibility needs as required

Volunteers

- Identify areas of interest, availability and time commitment
- Adhere to the same rules, policies, procedures and standards as Town employees
- Speak with department staff when issues arise
- Work within the scope of the position
- Attend orientation and training sessions
- Wear attire appropriate for the safety and public perception of volunteering
- Treat the public and coworkers in accordance with the Code of Conduct
- Maintain confidentiality of information when required
- Provide feedback and suggestions

Health & Safety

Health and safety are our primary concern. The Town of Tillsonburg will take all reasonable precautions to protect the health and safety of volunteers while performing their volunteer duties. The Town will provide health and safety training and identify hazards within the workplace.

Accidents & Incidents

Volunteers are expected to report all accidents/incidents to their supervisor. The supervisors will complete the accident/incident report form. Volunteers can sign the accident/incident report form as a witness, but a member of staff should complete the form. Incidents should be reported in the following instances:

- Personal injury to a participant, volunteer or staff
- Damages to property or equipment
- Threat of violence or disruptive or abusive behaviour
- Lost or stolen property

Rights:

Every volunteer has the right to volunteer in an environment free from discrimination, harassment or violence.

Confidentiality:

All Town of Tillsonburg information pertaining to participants, staff, volunteers and Corporation business are confidential. Volunteers are expected to comply with the confidentiality agreement included in the Volunteer Package. Volunteers are obligated to follow the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

TOWN OF TILLSONBURG	
General Volunteer Policy	
Policy Number	2-007

Media:

Volunteers are expected to not make any statements and refer any media representatives they are approached by to their supervisor or staff of the Town of Tillsonburg.

Endings:

Should the volunteer decide to move on from volunteering for the Town of Tillsonburg, they are asked to provide their staff supervisor with notice. The volunteer will be invited to provide feedback on their volunteer experience through an exit meeting or a survey.

Dismissal of a volunteer includes but is not limited to a situation where the volunteer is unable to:

- Uphold the conditions of the position;
- Is consistently late;
- Is unable to attend scheduled shifts; or
- Is in violation of the Code of Conduct.

Volunteers may be removed from the Volunteer Program in its entirety as determined by the Town.