

Municipal Corporation of the Township of Killaloe, Hagarty and Richards

By-Law # 51-2009

Being a by-law with respect to the establishment of a Volunteer Policy for volunteers of the Township of Killaloe, Hagarty and Richards;

WHEREAS the Municipality of the Township of Killaloe, Hagarty and Richards has, pursuant to the Municipal Act, 2001, Sections 8, 9, 10, the powers of a natural person to govern the affairs of the municipality as they consider appropriate;

AND WHEREAS the Council for the Corporation of the Township of Killaloe, Hagarty and Richards deems it necessary and advisable to establish and adopt a Volunteer Policy

NOW THEREFORE the Council for the Township of Killaloe, Hagarty and Richards enacts as follows:

1. That the Volunteer Policy Manual for the Corporation of the Township of Killaloe, Hagarty and Richards attached hereto as Schedule "A" be, and the same is hereby adopted.
2. That this by-law shall not be interpreted to contradict or violate any statute or regulation of the Province of Ontario.
3. That this by-law shall come into force and take effect immediately upon final reading thereof.

Read a first and second time this 15th day of December, 2009.

Read a third time and finally passed this 15th day of December, 2009.

Mayor

CAO/Clerk-Treasurer

Schedule "A"
To By-Law #51-2009

VOLUNTEER POLICY
TOWNSHIP OF KILLALOE, HAGARTY AND RICHARDS

Philosophy of Involvement:

The Township of Killaloe, Hagarty and Richards maintains a volunteer program that serves to complement and enhance the work of paid staff, and is intended to provide strong, sustainable programs and activities that bring people of all ages and interests together, and provides an atmosphere of inclusion, participation and interaction for both volunteers and program participants.

Policy Statement:

The Township of Killaloe, Hagarty and Richards relies on volunteers to further the mission of the organization. The municipality recognizes and appreciates the value of its volunteers, and will utilize their skills and input to further the municipality's goal of creating a viable, and inclusive sustainable community.

Volunteers have a right to:

- Work that is meaningful and satisfying to them
- Proper orientation and/or training to enable them to complete their tasks
- The opportunity to be heard, to make suggestions and to be respected
- The opportunity to decline a suggested placement
- Recognition for work done as a volunteer
- Fulfill their tasks in a safe environment

Volunteers are expected to:

- Work as a team member with staff and other volunteers
- Be willing to learn and develop skills
- Be reliable in the performance of their duties, and perform their duties in a safe manner that meets the health and safety requirements of the municipality and other legislative authorities
- Conduct themselves with dignity and courtesy
- Respect the confidentiality of information
- Not represent themselves as municipal employees, but as volunteers for the Township of Killaloe, Hagarty and Richards
- Be respectful of council
- Be respectful of staff, other volunteers and program participants

Definition of Volunteer: Policy Statement

A volunteer is an individual or member of a group who freely and willingly contributes time, energy and support performing a defined task on behalf of an organization, without compensation or expectation of compensation other than for approved expenses incurred through volunteer activity, and excludes volunteer firefighters and employees of the Township of Killaloe, Hagarty and Richards. A volunteer must be officially accepted and enrolled by the municipality prior to performance of any task. The services of volunteers and staff complement each other and one should not replace the valued work of the other. Volunteers assigned to direct programs or working with committees or organizations affiliated with and approved by the Township of Killaloe, Hagarty and Richards, are covered by the Township of Killaloe, Hagarty and Richards against general liability claims made by another person as a result of their volunteer work for the municipality.

Limited Exclusions: Although it is recognized that volunteer firefighters and employees of the Township of Killaloe, Hagarty and Richards may perform duties on a volunteer basis from time to time, for the purposes of this policy, the definition of volunteer in this policy does not include volunteer firefighters and employees for the Township of Killaloe, Hagarty and Richards, with the exception of the reference to provision of liability insurance when they are performing volunteer duties on behalf of the municipality on a volunteer basis.

The municipality also recognizes that in extraordinary/unusual circumstances the services of an unregistered volunteer(s) may be offered on an "as needed" or one-time basis, e.g. a participant in a program offers to assist in setting up tables, chairs, etc. This is acceptable on a case by case basis and the decision as to whether the offer of assistance is accepted will be the responsibility of the registered volunteer who is in charge of the activity. Their decision as to whether or not to allow the volunteer to participate shall be based on the level of risk to the volunteer as well as the level of risk to the participants of the program, which has been previously determined and assigned to the activity in the risk assessment evaluation.

Affiliated Volunteers: Policy Statement

Affiliated volunteers are those volunteers that work in our municipal facilities, but are under the direction of affiliated organizations, e.g. Lions Club, Friends of the Killaloe Rink, CRC, Round Lake Recreation Committee, sports groups. Affiliated organizations must carry their own Directors' Insurance. Affiliated volunteers are covered under the municipality's liability insurance, on the condition that the activity/program has been pre-approved by the Council for the Township of Killaloe, Hagarty and Richards, and that the affiliated organization ensures that the volunteers are properly screened and trained, that there is proper supervision for the activity, and that all health and safety requirements are met. Depending upon the risk of the activity, affiliated organizations may be required to provide additional insurance that names the municipality as an insured third party.

Volunteer Screening: Policy Statement

Screening is an ongoing process designed to protect both participants and volunteers, and will include the following elements:

- 1 – Determining the Risk
- 2 - Application Form
- 3 - Interview process – based on level of risk
- 4 – Reference Checks - if applicable to position
- 5 – Police Record Checks – if applicable to position
- 6 – Participant follow-up/ongoing monitoring
- 7 – Position design & description
- 8 – Recruitment process
- 9 – Orientation and training
- 10- Supervision/evaluation

Application/Interview Process: Policy Statement

Volunteers will be selected using a predetermined process, which will consist of any or all of the following, with the exception of the exclusions outlined in the Exclusions Section of this Policy:

- Application Form
- Interview Process
- Reference Checks
- Consent for Criminal Record Search/Pardoned Sexual Offender Database Search

Reduction of Liability: Policy Statement

- The municipality will require a signed waiver from the volunteer, including those outlined in the Exclusions Section of this Policy.

- Vehicles, equipment, and/or tools that are not owned or leased by the township is not covered under the municipal insurance policy, and no compensation will be paid for loss or damages to same.

Human Rights Code: Policy Statement

The Township of Killaloe, Hagarty and Richards will adhere to the current Human Rights Code in regard to our work with volunteers.

Personal Information: Policy Statement

The following statement will be added to all hiring/screening/volunteer registration forms:

Personal information contained on this form is collected under the Authority of the Municipal Act 2001. This information is collected for the administration and management of the Township of Killaloe, Hagarty and Richards Volunteer Programmes. Questions about the collection and use of this information should be directed to the CAO/Clerk-Treasurer of the Township of Killaloe, Hagarty and Richards at 1 John Street, Box 39, Killaloe, ON K0J 2A0. (613) 757-2300.

Orientation and Training: Policy Statement

Volunteers must be given proper orientation to the position to which they have been assigned before beginning to work independently. This can be provided by either staff or volunteer supervisor, but it is the responsibility of the staff person to ensure that the orientation is carried out. Upon the request of the volunteer, a record of their volunteer hours will be kept and provided to them by their supervisor.

Supervision of Volunteers: Policy Statement

Supervision of volunteers will address the needs of the volunteer and the Township of Killaloe, Hagarty and Richards. Volunteers will have an identified supervisor who will be responsible for consultation, feedback, support and direction. A Volunteer File may contain:

- Volunteer Application/Registration Form
- Consent form to obtain Reference Checks and Police Records Check/Criminal Records Check
- Reference checks
- Copy of Police records check/criminal records check
- Position description with start and stop dates
- Training and orientation documentation
- Documentation that specifies supervisory staff and volunteer position
- Evaluation and feedback forms
- Other pertinent information which is deemed necessary to the volunteer position; e.g. copy of specific skills-related certificate

Volunteer Discipline and Dismissal: Policy Statement

By using tools such as the job description and the evaluation and feedback process, the Township of Killaloe, Hagarty and Richards will endeavour to ensure that volunteers are fully aware of the duties inherent to their work as a volunteer. The volunteer will receive proper training and orientation to assist them in this task, however, it is recognized that issues may arise from time to time that require disciplinary action on the part of the township. The following progressive disciplinary actions will be taken in these instances:

A) Verbal Warning by Supervisor

B) Written Warning from Council or Personnel Committee – The written warning will contain a statement advising that the volunteer has the option of addressing the issue with council.

- C) Suspension – Council
- D) Dismissal – Council

Immediate Dismissal: Policy Statement

The Township of Killaloe, Hagarty and Richards recognizes the need for immediate action in certain circumstances, where continuing involvement of the volunteer in an activity would put the volunteer, the township or the participants at risk. The following will result in the immediate dismissal of the volunteer:

- A. Stealing money or goods from the township or another volunteer or participant.
- B. Physically assaulting a client, family member, staff, another volunteer or councillor.
- C. Possession or use of alcohol or drugs while working as a volunteer for the municipality.
- D. Volunteering a service without the proper credentials.

Volunteer Recognition: Policy Statement

In appreciation for their valuable contributions to the township, the Township of Killaloe, Hagarty and Richards will endeavour to ensure that volunteers are recognized using methods such as recognition events, recognition items such as certificates, public acknowledgement in the local newspaper or a letter of thanks from the township.

Health & Safety: Policy Statement

The township will make every effort to ensure that orientation and training that is provided to the volunteer is sufficient to equip them to perform the duties inherent to the volunteer position to which they are assigned. If a volunteer becomes unable to perform the duties required by their volunteer position due to medical reasons, or if an existing medical condition changes with the result being that the volunteer is unable to perform the duties required by their volunteer position, they are required to notify the township in writing as soon as possible. If volunteers are active in more than one position, they will be screened for the position with the highest level of risk. If volunteers change positions, the township will ensure that the extent of the screening, training and orientation used for the previous position is appropriate to the new position.

Risk Assessment/Risk Management: Policy Statement

The level of risk associated with activities will be assigned a risk factor rating based on the following factors:

- the participant – elderly, young children, people with special needs
- the setting/environment – where is the activity taking place and what is the level of risk
- the nature of the activity – handling money, selling tickets
- the level of supervision – direct, indirect, offsite supervision
- the nature of the relationship between the volunteer and the participant

If it is determined that the risk of providing an activity is too great and the consequences too serious, the township has the option to eliminate the activity entirely, modify the activity so as to reduce the risk or mitigate the risk to the township by having a third party assume part or all of the liability for a specific activity. Positions will be grouped according to their level of risk.

- low risk: minimal or no contact with children, the elderly or those with special needs
- medium risk: personnel who work with children, the elderly or those with special needs, but are never alone with them

- high risk: personnel who have the opportunity to be alone with children, those with special needs or the elderly; personnel who are in a position to exert influence over participants in the program

Screening standards are based on the risk factor (i.e. for low risk positions everyone should complete an application form and periodically meet with their supervisor; for high risk positions, all of the screening steps should be followed)

To reduce risk in specific positions, the following safeguards will be implemented:

- in medium to high risk activities, volunteers will work in pairs
- where possible, an experienced person will work with a new volunteer

Students fulfilling their requirements for 40 community hours, or others assigned community service hours, are required to work under the direct supervision of a volunteer supervisor or township staff person.



TOWNSHIP OF KILLALOE, HAGARTY AND RICHARDS

Volunteer Registration

Name: _____

Home Address: _____

Telephone No.: _____

Alternate No.: _____

Emergency Contact: _____

Emergency Contact Information:

Name: _____ Relationship _____

Address: _____

Phone: _____ Work: _____

1. What interests you in applying for a volunteer position with our municipality? (i.e. to do something good for the community, to be with other people, to learn new skills, to have a say in what is happening?)

2. Do you have any medical or physical condition(s) that could affect your ability to fulfill the requirements of this volunteer position: Yes___ No___

If _____ yes, _____ please explain: _____
(If medical condition changes such that it would affect your volunteer placement, you are required to notify the township in writing.)

3. Have you volunteered before? I so, for what organization and in what capacity?

4. What type of volunteer position are you looking for? What age group? What setting? Do you tend to like to work alone or with others?

Number of Hours Available per Month: am _____ pm _____.

Photo ID Received: _____

References: Name and Phone Number (Non-Relatives Only):

1. _____ 2. _____

I understand and agree that:

- I will not be paid for my volunteer work.
- I must adhere to Townships policies, guidelines and procedures, as well as the laws of Ontario and Canada.
- I will be covered under the Township’s liability insurance.
- I will not be covered under the Township’s health benefits program.
- I will not be covered under the Township’s WSIB coverage.

I, _____ acknowledge that I am over ___ under ___ the age of 18 and will provide services to the Township of Killaloe, Hagarty and Richards on a volunteer basis.

Signature

Date

I _____ acknowledge that a current Personal Police Check (within the past 12 months) is required.

Signature

Date

VOLUNTEER WAIVER:

I agree to release and discharge the Township of Killaloe, Hagarty and Richards from and against all claims and proceedings in respect of any damages or injury sustained by myself arising by reason of my provision of these services as a volunteer for the Township of Killaloe, Hagarty and Richards.

Signature of Volunteer

Date

To be signed by parent/guardian if volunteer is under the age of 18.

Signature of Parent/Guardian

Date

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REFERENCE CHECK AUTHORIZATION FORM

I hereby authorize appropriate staff from the Township of Killaloe, Hagarty and Richards to conduct a reference check of the references that I have provided on my application for a volunteer position with the Township of Killaloe, Hagarty and Richards.

Name (Please Print)

Signature

Date Signed

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New Volunteer Position Risk Management Form

Job
Position: _____ Date: _____

Staff Evaluating This Position: _____

These questions should be asked for any new volunteer position to determine the level of the risk and screening:

1. What are the potential risks, i.e. to the volunteer, to the participant, to the township?

2. How likely is it that the potential risks will occur? (not likely, possible, probably)

3. What would be the consequences of something happening?

4. Can we accomplish our purpose if we eliminate this activity?

5. How can we modify the risk?

6. Is there a way to transfer the risk?

7. Can we assume the risk?

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Rating Risk

Position: _____

Legend: **1-Least Risk** **10-Most Risk**

Position	1	2	3	4	5	6	7	8	9	10	Risk
Participant											
Environment											
Activity											
Supervision											
Nature of Relationship											

Participant: elderly, young children, special needs?

Setting/Environment: where is the activity taking place and what is the level of risk?

Nature of Activity: handling money, selling tickets

Level of Supervision: supervision of activity lowers the risk

Nature of Relationship: position of trust (coaching)



OATH OF CONFIDENTIALITY

I _____ hereby undertake as part of the condition of my volunteer role to keep in strict confidence any information concerning the participants of _____.
(Organization)

I will only engage in discussion of cases or clients within or outside of _____ on a need to know basis as required for the (Organization) appropriate conduct of the _____.
(Organization)

I also undertake that I will never remove any confidential material, of any kind, from the premises of the establishment unless under express instruction to do so.

Date: _____

Signature of volunteer: _____

Signature of witness: _____

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LETTER OF AGREEMENT

Dear _____
Name of volunteer

Thank you for choosing _____ for your volunteer service.
(Organization)

We look forward to you helping us with _____ as
(Program)

(Position title)

By signing this letter you agree to (List of duties based on Position Description)

You will begin your assignment on _____ and continue for as long as we mutually wish to maintain the relationship. You have indicated that you can spend approximately _____ hours per week on these activities.
We hope you will enjoy your volunteer activities here at _____.
(Organization)

For Organization

Date

Signature of Volunteer

Date

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Volunteer Position Description

POSITION TITLE:

LOCATION:

REPORTS TO:

POSITIONAL SUMMARY:

QUALIFICATIONS AND SKILLS:

APPROXIMATE TIME COMMITMENT:

RESPONSIBILITIES:

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