
Title: Volunteer Involvement Policy

Resolution #:

Approval: Board of Directors

Program Area: Corporate Services

Issue Date: May 16, 2013

Date of Last Revision: December 14, 2017

Policy Statement:

The Otonabee Region Conservation Authority (Otonabee Conservation) welcomes the involvement of volunteers. Volunteers bring a variety of skills, knowledge and experience to the organization. Otonabee Conservation strives to provide volunteers with meaningful work that suits their skills, offering them a rewarding experience. The involvement of volunteers in various aspects of our work advances the priorities and strategies of the Authority and enriches the work environment.

The Volunteer Involvement Policy will provide Otonabee Conservation with a clear and consistent approach to engaging and supporting volunteers.

Application:

This policy describes the rights and responsibilities of individuals who perform services as volunteers and Otonabee Conservation's responsibilities to its volunteers.

This policy is developed upon the principles and best management practices of Organizational Standards for Volunteer Involvement as detailed in [The Canadian Code for Volunteer Involvement](#) (2012). By referencing the Code, Otonabee Conservation commits to strengthening opportunities for volunteer engagement and strengthening the capacity of the organization in meeting its strategic goals.

This policy does not apply to any individual, family or group that attends an event and/or participates as the intended audience for that event. Participants do not complete training or a Volunteer Intake Package and are not tracked as volunteers.

This policy does not apply to individuals participating in student education placements with Otonabee Conservation. These individuals are subject to the provisions of the Student Education Placement Policy.

This policy does not apply to those individuals or organizations with whom Otonabee Conservation has a relationship through a license agreement.

Guiding Principles:

- Volunteers have rights; they are a vital human resource and are supported by the organization.
- Volunteers have responsibilities; they make a commitment and are accountable to the organization.

Definitions:

Categories of Volunteers

A Volunteer is an individual who is accepted for a specific position for which there is a Task Description, a Terms of Reference or an Agreement for Volunteer Services.

Eligibility Criteria

A Volunteer must be at least 18 years of age. Otonabee Conservation may accept a volunteer under the age of 18 providing it receives the written expressed consent of the parent or legal guardian and a waiver form is duly signed and provided to Otonabee Conservation, to be retained on file.

Hours of Volunteer Work

Volunteers will not work more than the normal hours of an employee work day.

Minimum Requirements

Volunteers will be required, where applicable, to complete the forms and training as specified:

- Volunteer Application Form
- Personal Information and Consent Form
- Model Release Form (optional)
- Accessible Customer Service Policy – review and complete training
- Vulnerable Sector Check
- Criminal Record Check
- Other training as determined by Authority policy

The Volunteer’s immediate supervisor will be required to indicate the completion of the aforementioned requirements on the Volunteer Intake Package.

Procedures:

In addition to the organizational standards described in The Canadian Code for Volunteer Involvement (2012), Otonabee Conservation provides the following procedures to support organizational excellence.

Volunteer Recruitment

It will be the responsibility of the Program Manager to develop the rationale and support for the specified volunteer position and to adhere to this policy.

The volunteer opportunity will be advertised through Otonabee Conservation's website and social media as well as local volunteer centres.

Volunteer Responsibilities

Volunteers have the responsibility to:

- Be an ambassador of Otonabee Conservation in the company of partner agencies, community groups and the public and to share knowledge and understanding of the programs, services and opportunities provided by the Authority;
- Respect confidences and privacy of Otonabee Conservation, its clients, partners and the recipients of our services;
- Be willing to learn and grow in the job and be held accountable for their work and projects;
- Work cooperatively with staff, recognizing and appreciating differences of opinion;
- Use time wisely and not interfere with performance of others;
- Complete the training as required;
- Clarify any uncertainties with the Volunteer's supervisor;
- Be presentable in appearance and conduct themselves in a manner which is appropriate for a public service position, and
- Comply with the relevant employment policies of Otonabee Conservation.

Volunteers are not permitted to operate any type of vehicle or motorized/power equipment owned by Otonabee Conservation.

Resource/Compensation:

All volunteers shall receive:

- I. Reimbursement for any pre-approved (by the Volunteer's supervisor) out-of-pocket expenses;
- II. Pre-approved traveling expenses, at current rate, incurred while on authorized Otonabee Conservation business;
- III. Uniforms, if required, acquired on the same basis as Otonabee Conservation staff; and,
- IV. Insurance coverage while working in the capacity of volunteer with Otonabee Conservation.

Volunteer Records:

A volunteer file will be maintained for each volunteer and will be kept by the Manager, Corporate Services. The file will hold such documentation as (but not limited to):

- Volunteer hours record form, signed and submitted by the volunteer to the supervisor for verification;

- Volunteer Intake Form (completed/signed)
- Copy of the volunteer Task Description, Terms of Reference or Agreement for Volunteer Services;
- Record of Training completed; and,
- Any other information relevant to the volunteer's work with Otonabee Conservation.

Access to volunteer records will be limited to authorized staff only and will be treated in accordance with the provisions of the *Municipal Freedom of Information and Protection of Privacy Act*.

Evaluation:

Volunteers may receive an exit interview to review their contributions and strengths as well as areas for improvements at the end of their placements, or upon request during the placement.

Volunteers are also encouraged to provide feedback to their supervisor.

It is not Otonabee Conservation's intention that such evaluations replace regular supervision and discussions between volunteers and supervisors that are part of a healthy working relationship.

A letter of reference may be provided to the volunteer, upon request.

Volunteer Dismissal:

The Volunteer's supervisor and the Chief Administrative Officer will determine if a volunteer should be dismissed, in accordance with the Employment Policies of Otonabee Conservation.

Volunteer Recognition:

Volunteer recognition will be coordinated by the Volunteer's immediate supervisor and the Coordinator, Communications and Marketing upon completion of the placement period, with approval of the Chief Administrative Officer.

References:

Organizational Standards for Volunteer Involvement, [The Canadian Code for Volunteer Involvement](#) (2012)