

## **POLICY**

**TITLE:** Volunteer Management Policy  
**NUMBER:** PLCY-R-2012-0001  
**CATEGORY:** Departmental – Recreation and Parks  
**DATE:** March 28, 2012

### **REFERENCES AND RELATED DOCUMENTS:**

1. Canadian Code for Volunteer Involvement
  2. Safe Steps: A Volunteer Screening Process
  3. Recreation and Parks Department Mandate and Values
  4. Recreation and Parks Department Strategic Action Plan
  5. Recreation and Parks Department Volunteer Management Procedures
  6. Recreation and Parks Department Volunteer Handbook
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### **PURPOSE**

In keeping with the intent of the Canadian Code for Volunteer Involvement, “for each volunteer to be engaged and enthused about their role and to have a positive experience with a sense of accomplishment”, the Volunteer Management Policy is designed to:

1. Adopt volunteer management practices that will manage risk, enhance program delivery and accountability, and protect volunteers, staff and public from harm
2. Meet the responsibility of the Recreation and Parks Department to carefully hire, train and support people who are carrying out volunteer activities that benefit both the Department and the volunteer
3. Provide guidance to staff in their role to facilitate positive experiences for Department volunteers

### **GUIDING PRINCIPLES**

The Recreation and Parks Department acknowledges that volunteers are a vital human resource. Volunteers contribute to the overall sustainability of their communities and to the effective delivery of Department programs, services, committees and events.

Built upon the Recreation and Parks Department’s mandate and values, the Volunteer Management Program demonstrates our belief that:

- Volunteers enhance service provision by increasing the potential scope, quality, accessibility, availability and affordability of programs, services and opportunities to Halton Hills residents

- Volunteer activities contribute to a sense of community pride and ownership, and can provide opportunities for personal growth, skill development, social interaction, physical activity and enjoyment for customers and volunteers
- Volunteers are a valuable and integral community resource, requiring and warranting appropriate volunteer management practices

Volunteers enhance and support the work of Town employees, but do not replace paid staff required to carry out core programs, services and events.

## DEFINITIONS

**Activity** is defined as programs, events, projects, committees or undertakings which contribute to the mandate and strategic objectives of the Department.

**Canadian Code for Volunteer Involvement** was developed by Volunteer Canada and provides voluntary and not-for-profit organizations with a philosophical framework for involving volunteers at the governance, leadership and direct service levels. The Code outlines the values, principles, and standards for effective volunteer practices within organizations.

**Co-op Placement/Student Volunteer** is a student, placed within one or more units of the Department as part of a secondary or post-secondary academic course requirement. Student Volunteers must be screened and trained like all other volunteers prior to a placement being confirmed.

**Department** all references to “Department” denote “The Recreation and Parks Department”.

**Department Management Team** refers to the Director of Recreation and Parks, Manager of Recreation Services, Manager of Parks and Open Space and Manager of Facilities.

**Direct Service Volunteer Opportunities** are defined as volunteer opportunities in which the volunteer interacts directly with program participants or other customers, including persons deemed to be vulnerable.

**Duty of Care** is a legal principle which identifies the obligation of individuals and organizations to take reasonable measures to care for and protect their clients and customers to an appropriate level or standard. The standard can be defined as the level of care that a reasonably prudent person would exercise in a similar situation.

**Indirect Service Volunteer Opportunities** are defined as volunteer opportunities in which the volunteer does not interact directly with program participants. Volunteers may be involved with administration, committees, program support and/or special events.

**Risk Management** is the discipline for dealing with the possibility that some future event will cause harm. It provides strategies, techniques and an approach to recognize and confront any threat or danger that may hinder the organization from fulfilling its mission.

**Town** all references to “Town” denote “The Corporation of the Town of Halton Hills”.

**Volunteer** is an individual enrolled by the Recreation and Parks Department who gives freely of their time, energy and skills to contribute to the mandate and strategic objectives of the

Department while receiving no monetary benefit.

**Vulnerable Persons** are defined as individuals who are at greater risk of being harmed than the general population, because of their age, disability or circumstances whether temporary or permanent. “Vulnerable Persons” can include children, youth, senior citizens, people with physical, developmental, emotional, social, or other disabilities, but will also include people who have been victims of crime or accident, those who are addicted or dependent on addictive substances, and those who are otherwise left with little or no defence against persons who would harm them.

## **SCOPE**

This policy pertains to all individuals participating in Recreation and Parks Department led activities in a volunteer capacity and affects staff working with Recreation and Parks Department volunteers.

Exclusions: This is not a program for community volunteers, volunteers and student volunteers within other Town of Halton Hills Departments such as library volunteers. However, the standards and resources developed as part of this Policy may be modified and implemented by each Department as needed. Procedures related to management of Department volunteers will be shared as a best practice for community organizations when entering into agreements with the Recreation and Parks Department.

## **POLICY DETAILS**

The Recreation and Parks Department has adopted the volunteer management principles and organizational standards of the Canadian Code for Volunteer Involvement as a guide to involving volunteers in our programs, services, committees and events. The Canadian Code minimizes risk to the municipality and volunteers by outlining national standards and best practices for volunteer involvement. It ensures the integrity of the volunteers’ experience, while providing safe and meaningful services to program participants and the community.

### **Canadian Code for Volunteer Involvement - Organizational Standards \***

1. The Department Management Team acknowledge and support the vital role of volunteers in achieving the Department’s mandate and values
2. Policies and procedures are adopted by the Recreation and Parks Department to provide a framework that defines and supports the involvement of volunteers and may include compensation for out of pocket expenses and insurance waivers
3. A qualified person is designated to be responsible for the Volunteer Management Program
4. A clearly communicated screening process is consistently applied
5. Volunteer activities address the purpose of the Recreation and Parks Department and involve volunteers in meaningful ways – reflecting their various abilities, needs and backgrounds
6. Volunteer recruitment and selection reaches out to diverse sources of volunteers
7. Volunteers receive an orientation to the Recreation and Parks Department, its policies and procedures, and receive training for their volunteer activity prior to the performance

of the volunteer task

8. Volunteers receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback
9. Volunteers are welcomed and treated as valuable and integral members of the Recreation and Parks Department's human resources
10. The contributions of volunteers are regularly acknowledged with formal and informal recognition methods

\*Source: Amended from the Canadian Code for Volunteer Involvement, Volunteer Canada

## **MINMUM REQUIREMENTS**

In order to provide volunteer services for the Recreation and Parks Department candidates must;

1. Be a minimum of fourteen years of age (by the end of the calendar year) and 2 years older than the eldest program participant. Children under the age of fourteen may volunteer if accompanied by an adult for a Town approved activity. Individuals eighteen years of age or older are eligible to volunteer in any program.
2. Submit an up to date Police Security Clearance (Vulnerable Sector Screening when applicable) when working as a direct service volunteer or for other volunteer positions deemed high risk by Volunteer Canada's Safe Steps Risk Assessment Tool. The applicant will cover all costs associated with completing a Police Security Clearance.
3. Complete all required volunteer forms including Application, Agreement, Confidentiality, References and any others prescribed by the Volunteer Management Program.
4. Agree to follow direct supervision of a designated in charge person.
5. Attend and successfully complete all scheduled mandatory training sessions prior to the commencement of the volunteer placement.
6. Abide by all policies and procedures of the Town of Halton Hills, the Recreation and Parks Department, and the operating programs where they are relevant to their role and the service they are providing. All volunteers will adhere to applicable workplace health and safety policies and procedures.
7. Access Town equipment required for specific activities under the supervision of Town staff.
8. Use personal vehicle or other personal equipment as required for a specific program or service. In such cases a waiver must be completed and proper documentation provided.

**PROCEDURES**

Refer to the Volunteer Management Procedures and Volunteer Handbook.

**POLICY REVIEW**

It is recommended that staff monitor and document policy changes for consideration by Department Management Team every 3 years or as required, or upon the update of the Recreation and Parks Department's Strategic Action Plan and/or The Canadian Code for Volunteer Involvement.

Policy R-2012-0001 "Volunteer Management" was approved by Council June 25, 2012 through Report R-2012-0016 and Recommendation CA-2012-0011