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Section: 1.0 Administration
Policy: Public Notice Policy
Policy By-Law: XX-2025
Date: XX, 2025 Revision:

Policy Statement:

The Municipality of Arran-Elderslie values the involvement of volunteers in community programs, activities, and services, where appropriate.

Legislative Authority:

N/A

Contents:

1. Purpose

The Municipality of Arran-Elderslie ("Municipality") recognizes the positive impact that volunteers have on making our community a caring and inclusive place to live and work. Volunteers assist in providing strong, sustainable programming and supplement the services provided by the Municipality. The Municipality supports individuals who wish to achieve their goals and objectives through volunteer opportunities.

The purpose of this policy is to establish volunteer management policies and procedures that enhance program delivery while protecting community members, volunteers and the Municipality from harm.

2. Definitions

Chief Administrative Officer shall mean the Chief Administrative Officer of The Corporation of the Municipality of Arran-Elderslie;

Clerk shall mean the Municipal Clerk of The Corporation of the Municipality of Arran-Elderslie;

Council shall mean the Council of the Municipality of Arran-Elderslie;

Criminal Record Check shall mean a background search of criminal history conducted by the Ontario Provincial Police (OPP);

Emergency Volunteer shall mean a volunteer engaged by the Municipal Emergency Control Group;

Municipality shall mean The Corporation of the Municipality of Arran-Elderslie;

Screening shall mean the process of volunteers applying to and being selected by the Municipality;

Senior Manager shall mean a manager appointed by the Municipality to oversee the operations of a specific department, including Facilities, Parks and Recreation, Public Works, Finance, Legislative Services, Building and Planning and Emergency Services.

Volunteer Supervisor shall mean a person, either a Municipal staff member or a volunteer, who oversees the management of volunteers and volunteer activities and is responsible for the training of volunteers. They will act as a primary contact between the Municipality and the volunteer group;

Volunteer shall mean an individual or member of a group who freely and willingly contributes time, energy and support by performing a defined task directly on behalf of the Municipality of Arran-Elderslie without compensation, or expectation of compensation;

Vulnerable Person shall mean a person who, because of their age, a disability, or other circumstances, whether temporary or permanent are (a) in a position of dependence on others or (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust;

Vulnerable Sector Screening "VSS" shall mean the police-screening and background check of individuals who intend to work or volunteer with, or in proximity to, vulnerable people.

Responsibility

The Chief Administrative Officer or Designate and the Senior Manager will be responsible for the oversight of the volunteer program pertaining to their specific department.

3. Scope

This policy shall apply to all persons who volunteer in any capacity with the Municipality and all employees who recruit, oversee, supervise and/or work with volunteers. This policy will include volunteers who sit on any committees or

boards

This policy shall not apply to activities on public property. This policy does not apply to emergency volunteers, volunteer fire fighters or educational placements. Volunteering for Arran-Elderslie provides an opportunity for members of the public to contribute to the community. Volunteers can be used for many purposes including recreational, cultural, environmental, social, community services and various civic activities.

Volunteers will not be used to:

- Replace or take away paid work from employees;
- Backfill existing employee positions (vacancies, leaves) except in a declared emergency under the Emergency Response Plan;
- Offset or supplement workload pressures or activities that would typically be conducted by a paid employee except in a declared emergency under the Emergency Response Plan.

All volunteers performing duties on behalf of the Municipality will be insured in accordance with the Municipality's general liability insurance policy.

A volunteer is only volunteering and therefore covered by Municipal insurance, after they have reported to their contact on the day they are scheduled to volunteer. **Once their scheduled volunteer time is concluded, they cease to be a volunteer.**

Volunteers **shall not** be permitted to operate municipal vehicles unless authorized by the CAO as well as having a valid G driver's license and clean driver's abstract.

4. Responsibility

a. The Chief Administrative Officer (CAO):

- Develop and maintain the volunteer policy and procedures and guidelines
- Communicate the policy and procedures to Municipal employees.
- Provide advice and guidance to volunteer program administrators and supervisors of volunteers, as required.
- Ensure corporate policies, health and safety guidelines, and human resources related information and guidance is readily available to program administrators and Volunteer Supervisors.
- Develop applicable forms, templates and tools for the effective administration of the volunteer program.

b. Municipal Employees:

It is expected that the department responsible for the recruitment of the volunteers shall:

- Provide thorough orientation and training, including health and safety training and any other necessary tools to prepare volunteers for a successful placement experience.
- Provide necessary equipment, tools, technology as required for the volunteer placement.
- Ensure that all necessary forms and documentation is completed prior to commencement of the placement (i.e. sign-off on training acknowledgement forms, waiver, volunteer contract, and determine if Police Record Check including Vulnerable Sector Screening is required).
- Verify the understanding of the scope of the position with the volunteer.
- Manage, support and coordinate volunteers and their activities related to the service or program being provided.
- Treat volunteers as respected members of the work team in accordance with the Employee Code of Conduct, Respect in the Workplace, Violence & Harassment in the workplace policies.
- Provide guidance, direction and support through a volunteer Supervisor who acts as a supervisor of the volunteer.
- Provide recognition and show appreciation for the contributions of volunteers on an on-going basis where possible.
- Accommodate accessibility needs as required.
- Maintain accurate records of volunteer information including the number of hours completed and rendered, if applicable.

c. Volunteers:

- Adhere to applicable Municipal rules, policies, procedures, regulations and standards and comply with all directions issued by the Volunteer Supervisor.
- Be prompt and reliable in reporting for duty; notifying the immediate supervisor as early as possible if unable to report as scheduled.
- Attend orientation and training sessions as provided.
- Consult with assigned supervisor before undertaking any new responsibilities.
- Maintain the confidentiality of any information that is accessed, exchanged or conveyed during the duration of the placement

- Wear attire or assigned PPE appropriate for safety and public perception while volunteering.
- Provide a Police Record Check (including Vulnerable Sector Screening) as required.
- Sign a completed Volunteer Contract.
- Sign a Volunteer Waiver.
- Complete all applicable forms and documentation prior to commencement of the placement.
- Comply with all injury reporting requirements of the Municipality
- Will ensure that their position as a volunteer will not be used to grant special privileges to any person or group and avoid all other conflicts or interest which may arise from their position as a volunteer.
- Will ensure that their position as volunteer will not be used for personal or business benefit or gain.

d. Volunteer Supervisor:

In addition to the volunteer responsibilities outline in section "c. Volunteers", the Volunteer Supervisor shall:

- Be the primary point of contact between the Municipality and the Volunteer Group.
- Obtain a Police Criminal Record Check and Vulnerable Sector Check.
- Supervise the volunteers in his/her volunteer group.
- Organize and communicate when the volunteer group will be providing their service to the Municipality.
- Ensure a first aid kit is available to all volunteers.
- Maintain accurate records of volunteer information including the number of hours completed and rendered, if applicable.
- Be provided with his/her groups volunteered medical information and be aware of any potential risk within their volunteer group. The Volunteer Supervisor shall maintain the medical forms in a binder on site when volunteering.
- Perform any additional tasks identified in the Terms & Conditions of the contract.

5. **Volunteer Application Process**

Individuals who wish to volunteer within the Municipality are required to submit, at minimum the Volunteer Information Form. Resumes and cover letters may accompany the Application as applicable.

6. **Adherence to Corporate Policies**

Volunteers must abide by all applicable Municipal policies and procedures

including, but not limited to: Code of Conduct, Respectful Workplace Policy, Violence/Harassment in the Workplace Policies, Municipal Accessibility Policy, Health and Safety Policy, Social Media Policy. Volunteers must also complete Site-Specific safety training provided by the Municipality.

7. Personal Information

Personal information collected by the Municipality with respect to volunteer involvement will only be used for administration and management of the volunteer program.

6. Records Management and Retention

Documents and records generated as a result of this policy will be maintained in accordance with the Municipality's Records Retention By-law.

7. Compliance

Failure to comply with this policy, misconduct or failure to perform duties may result in termination of volunteer privileges.

8. Review

This policy will be reviewed every two years from the date of adoption by Council to ensure it maintains the requirements of the Municipal Insurance Provider.

Reference Documents:

- Volunteer Application Form
- Volunteer Waiver
- Volunteer Contract

Corporate Policies:

- Employee Code of Conduct
- Health & Safety
- Respect in the Workplace (Harassment & Violence)
- Violence in the Workplace
- Workplace Harassment and Discrimination
- Municipal Accessibility
- Social Media