



Corporation of the Town of Cobourg

Policy Title: Volunteer Management

Division: General Administration
Effective Date: January 1, 2013
Approval Level: Town Council
Section Number:

Department: Human Resources
Revision Date: September 26, 2022
Review Date: September 26, 2027
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Purpose

The Town of Cobourg recognizes, encourages, supports, and values the involvement of volunteers to assist the Town of Cobourg in providing programs and services where appropriate. Volunteers enhance participant experience, increase community participation, and help to build positive relationships between the Town of Cobourg and its residents.

The Town of Cobourg supports and promotes volunteers to supplement the services performed by Town employees and local partners.

The Town of Cobourg shall ensure that appropriate procedures are in place for screening, training, and supervising its volunteers for the safety of its employees, volunteers, residents, and participants, and for the integrity of its events and programs.

This policy will establish guidelines for staff and volunteers to ensure a safe, meaningful, and productive experience with the Town of Cobourg.

Definitions

A volunteer is any person who of their own freewill without compensation or expectation of compensation, chooses to offer their time, energy, and skills for the mutual benefit of the volunteer and the Town of Cobourg while under active supervision of the Town of Cobourg within the volunteer position description. This definition will also encompass unpaid co-op students, unpaid interns, and those completing community service hours. An individual that offers their time, energy, and skills as part of an association, or any other organization that benefits the Town of Cobourg is not a volunteer of the Town.

Policy

Volunteer Management:

Volunteers represent the Town of Cobourg and as such must abide by all established policies and procedures. In representing the Town of Cobourg, volunteers are required to maintain a high standard of personal and professional conduct. Volunteers will not be assigned to displace any employee from a paid position.

Prior to any action or statement which might significantly affect or obligate the Town of Cobourg, volunteers should seek direction from their supervisor. Volunteers are authorized to act and represent the Town of Cobourg only as specifically indicated within their volunteer position descriptions and as authorized by their supervisor.

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Code of Conduct:

The Town of Cobourg expects that all volunteers offer their services in ways marked by helpfulness, understanding, professionalism, and in ways that enhance community quality of life and bring credit to the Town.

The Employee Code of Conduct policy applies to all volunteers. Failure to comply with the Code of Conduct may result in disciplinary action, up to and including termination of the volunteer relationship.

Conflict of Interest:

Volunteers are expected to perform their duties with integrity, honesty, objectivity, and impartiality. This includes the responsibility to avoid circumstances which would result in a conflict between their personal or private interests and their duties as a volunteer of the Town.

Volunteers involved in a conflict-of-interest situation, or where the potential for a real or perceived conflict exists, must advise their supervisor immediately of the situation in writing, and if necessary, the supervisor must then make alternative arrangements. Failure to advise of the conflict of interest may result in disciplinary action, up to and including termination of the volunteer relationship.

Confidentiality:

Volunteers are responsible for respecting and maintaining the confidentiality of the information they may gain through serving as a volunteer. Volunteers are required to keep all confidential information and relevant knowledge regarding the Town of Cobourg confidential both during and after their term as volunteer.

Volunteers will not disclose, divulge, provide, or disseminate to any member of the public or any other third party any confidential information or other relevant knowledge regarding the Town of Cobourg, its employees, its volunteers, or its clients obtained in the course of serving as a volunteer. Furthermore, confidential information shall not be used for any purpose other than its reasonable intended use in the normal performance of volunteer duties.

Volunteers will be provided with a copy of the Town's Code of Conduct and a statement of confidentiality (Appendix A – Statement of Confidentiality). All volunteers are required to sign the statement of confidentiality. The statement shall be signed, dated, witnessed, and placed in the volunteer's file in the Human Resources department. Failure to comply with the confidentiality policy may result in disciplinary action, up to and including termination of the

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volunteer relationship.

Bullying, Harassment, or Violence:

The Town of Cobourg is committed to providing a healthy and safe environment that is free from any form of bullying, harassment, and/or violence.

Any act of bullying, harassment, and/or violence committed by or against any employee, volunteer, or member of the public is unacceptable. The Town of Cobourg will not tolerate any acts of bullying, harassment or violence and will take all reasonable measures to prevent incidents and protect its employees and volunteers.

It is required that all volunteers of the Town work harmoniously with other staff and volunteers, and serve clients and the public with professionalism, courtesy, compassion, dignity, respect, and fairness.

All volunteers of the Town who are aware of, have reason to believe, have witnessed or have experienced any act of bullying, harassment or violence are required to report the concern/incident immediately to their supervisor or Director. The Town will treat all reports seriously and respond to concerns promptly and appropriately in a discreet and objective manner.

Volunteers who are found to have engaged in incidents of bullying, harassment, or violence will be subject to disciplinary action, up to and including termination of the volunteer relationship. Violence is a criminal activity and law enforcement will be informed and legal action will be taken where the seriousness warrants.

Disciplinary Action:

Volunteers who do not adhere to Town of Cobourg policies and procedures or who fail to satisfactorily perform their volunteer assignments will be subject to disciplinary action, up to and including termination of the volunteer relationship.

Recruitment:

Each department utilizing volunteers will consistently follow the recruitment procedures.

The minimum age to volunteer is 14 years of age, but the minimum age may be adjusted higher based on the responsibilities of the position.

Individuals who wish to volunteer with the Town of Cobourg must complete the Volunteer Application Form (Appendix: B) and be approved as a volunteer by the Town.

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Volunteer Selection for Advisory Committees and Local Boards shall refer to the Procedural By-Law 100-2008 “Policy on Advisory Committees and Local Boards”.

Selection:

Each department utilizing volunteers will follow a selection process where potential volunteers are interviewed and references verified. Criminal Background or Vulnerable Sector Checks will be required based on the type of work and will be reviewed prior to final selection.

Following a volunteer's selection, the volunteer information and emergency contact form and volunteer checklist must be completed and signed by the volunteer and supervisor and forwarded to the Human Resources Department (Appendix C & D).

Orientation:

Prior to commencing volunteer duties with the Town of Cobourg, volunteers shall receive a general orientation provided by their supervisor overseeing the volunteers, including health and safety training as well as any other applicable corporate and department specific policies (see Volunteer Orientation Checklist).

The orientation may also include, as appropriate, any necessary forms and acknowledgements. Orientation shall be documented.

On the Job Training:

Volunteers shall receive specific on-the-job training to provide them with the information and the skills necessary to perform their volunteer assignment safely and successfully. On the job training shall be documented and records kept by the supervisor.

Health & Safety:

The Town of Cobourg will take all reasonable precautions to protect the health and safety of volunteers while performing their duties. The Town will provide any necessary health and safety training, identify hazards within the workplace, and provide appropriate personal protective equipment as required.

Insurance:

While taking part in volunteer duties for the Town of Cobourg, registered volunteers are covered under the Municipal liability insurance. This insurance does not cover loss or

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damage to a volunteer's property.

Performing volunteer activities may involve certain elements of risk or the chance of an accident/incident. The Town of Cobourg and all related and affiliated corporations and their officers, directors and employees are not responsible for all claims, demands, suits, losses, costs, damages, legal fees, fines, penalties, or expenses that a volunteer may sustain or incur arising out of any damage to property, or any injury to the volunteer except for which is solely by the negligence of the Town, its employees or its agents.

Volunteers are not authorized to use Municipally owned or leased vehicles of any kind. The municipality does not provide any automobile liability coverage to a volunteer's personal vehicle driven on the behalf of the Municipality during their volunteer duties. Should a volunteer use a motor vehicle to travel to, from, or during their duties, it is the volunteer's sole responsibility to ensure that their own insurance is in place with adequate coverage.

Personal Injury or Damage to Property:

Volunteers are not "workers" as defined by the Workplace Safety and Insurance Act therefore, workers' compensation coverage will not be provided. Lost time benefits are not available. If a volunteer is injured, the incident must be reported immediately to their supervisor and appropriate medical care must be sought.

Volunteers assume the risk in cases of injury and should consult their personal insurance company as a precautionary measure. Volunteers will be asked to review and sign a Release and Waiver of Liability and Indemnity Agreement prior to commencing any duties (see Appendix E – Release & Waiver of Liability and Indemnity Agreement for Volunteers). Supervisors shall ensure their volunteers receive all necessary training and ensure their competency before they can begin their volunteer placement.

Recognition:

The Town of Cobourg will recognize its volunteers annually through the Civic Awards Committee.

Scope:

This policy shall apply to all registered volunteers, high school, college, or university students earning any credit for community involvement, and unpaid internships. In any situation where a volunteer is contributing on behalf of a school or other organization, the volunteer is primarily responsible to their organization and their own respective policies take precedence.

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This policy does not apply to members of a committee or board as appointed by Council.

Administration:

The Chief Administrative Officer shall implement and administer the terms of this policy and shall establish related operating procedures as required.

Cross Reference:

Employee Code of Conduct

Recruitment Policy & Procedures

COVID-19 Vaccination Policy

Accessible Customer Service Policy

Police Records Check Policy

Resolution #	Revision Purpose/Description:	Municipal Clerk: _____ Signature	Council Approval Date:
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