



City of
Peterborough

To: Members of the General Committee

From: Sheldon Laidman, Commissioner, Community Services

Meeting Date: October 7, 2024

Report: Volunteer Policy, Report CSRS24-003

Subject

A report recommending that a corporate volunteer policy be approved by Council, and that staff utilize the policy and corresponding procedure to establish a position to support community-oriented programs, such as neighbourhood ice rinks, community gardens, and other recreation programs.

Recommendations

That Council approve the recommendations outlined in Report CSRS24-003, dated October 7, 2024, of the Commissioner of Community Services as follows:

- a) That the proposed Volunteer Policy attached as appendix A be approved;
- b) That staff be directed to hire a staff support position for a two (2) year pilot project, funded through the General Recreation Reserve, for the purpose of supporting the implementation of the volunteer policy and procedures related to neighbourhood ice rinks, community gardens, recreation programs, and other community volunteer programs within the Recreation and Parks Services Division; and
- c) That staff provide Council with an annual update on the status of volunteer programs through the duration of the pilot project.

Executive Summary

- Staff from Community Services in partnership with People & Culture are seeking the implementation of a Volunteer Policy and guiding Procedure to formalize existing opportunities and expand future volunteer opportunities within the City.
- The establishment of a Volunteer Policy and Procedure is required for volunteer coverage through the City's general liability insurance.
- Staff are recommending the allocation of staff resources to administer the volunteer policy and procedure.

Background

Volunteer involvement strengthens the City as an organization and contributes to the fabric of our community. The City also relies on volunteers to assist with existing programs, services, and events. Through this Policy, staff seek to formalize existing and expand future opportunities to enhance the volunteer options within the city.

Staff have identified the need to formalize the City's volunteer process and overall management to meet health and safety, liability, and insurance requirements. The purpose of the Volunteer Policy is to provide a framework and process for the recruitment and supervision of volunteers who wish to offer their time and services to the City and to provide residents with the ability to engage in meaningful work within their community.

This Policy guides City staff in the facilitation of volunteer services to ensure a positive experience and an atmosphere of inclusion, accommodation, and accessibility.

The endorsement of the Volunteer Policy and corresponding Procedure will support city divisions in their development of program-specific procedures to guide existing and new programs. This includes the Neighbourhood Rink Program, which currently cannot provide liability coverage to the participants of this program due to the lack of a required policy and associated training, oversight, and written documentation. There are currently 25 neighbourhood rinks with an estimated 50 volunteers who will need to be documented, trained and monitored to meet insurance requirements and the expectations of the policy.

The endorsement of these documents will also support the expansion of existing volunteer opportunities, with specific goals from Recreation and Parks Services to expand volunteering in older adult programming and events, community gardens and other program initiatives. It is estimated that currently there are 50 volunteers who participate in various programs across many City divisions and this Policy is expected to allow for the expansion of and greater use of volunteers.

The administration of the Volunteer Policy and Procedure requires staff resources for effective implementation. Staff recommend a two (2) year pilot project to determine the overall need and level of support required for volunteer programs, as well as provide

staff time to evaluate the program goals and provide information to council on the sustainability of the program.

Strategic Plan

Strategic Pillar: Community & Well-being

Strategic Initiative: Enhance the natural, recreational, sports, the arts, and cultural aspects of our community.

Strategic Pillar: Governance & Fiscal Sustainability

Strategic Initiative: Support a culture of continuous improvement, safety, and innovation to enhance cost-effective delivery of City programs and services.

Engagement and Consultation

The following committees and internal divisions were consulted in the development of this policy:

- Risk Management Committee
- Recreation and Parks Services
- Arts and Culture
- People and Culture
- Insurance and Risk Management

Budget and Financial Implications

Should Council approve the Volunteer Policy as presented, the financial implications to the City would be in the allocation of staff resources for implementation and maintenance of the program. The projected annual salary, including benefits is expected to be \$95,000.00 for each year of the program. The general recreation reserve has a current balance of \$1,125,891 which is adequate to fund this two-year position. If Council approves the recommendations, there would be no impact on the tax levy, and other activities related to these programs have been incorporated into existing operating budgets.

Conclusion

The approval of the Volunteer Policy will enhance the programs and services delivered by the City. Providing staff resources in support of this policy will ensure an effective implementation of the policy, and current, and future programs, aligning with the Strategic Plan supporting a culture of continuous improvement.

Attachments

Appendix A: Volunteer Policy

Submitted by,

Sheldon Laidman
Commissioner of Community Services

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