



CSRS24-003 Appendix A Volunteer Policy.docx

Department:	Office of the CAO
Division:	People and Culture
Section/Function:	Section (if applicable)
Approval Level:	Council
Effective Date:	yyyy-mm-dd - (May be different than the Approval Date)
Revision #:	Changes each time Policy is amended and re-approved

1.0 Purpose

- 1.1.** Volunteer involvement strengthens the City as an organization and contributes to the fabric of our community by:
- a) Providing opportunities for community members to participate in, learn about, and contribute to City programs and services.
 - b) Building the City's team of community ambassadors by providing meaningful opportunities for community members to engage in and feel part of municipal operations.
 - c) Leveraging the skills, contributions, and community awareness of Volunteers enabling the City to achieve more and have a greater impact throughout the community.
 - d) Enhancing and developing the skills, knowledge, social networks, and employability of Volunteers.
 - e) Fostering civic engagement, a sense of belonging, and community pride by recognizing and celebrating the important contributions Volunteers make.
 - f) Creating meaningful opportunities for youth engagement and for young people to contribute to our community.
- 1.2.** This Policy contributes to the fulfillment of the City's Strategic Plan through its support of and alignment with:
- a) The Plan's Values:
 - Trust and Integrity
 - Engagement and Openness

- Compassion and Teamwork

b) The Plan's Community and Well-Being Strategic Pillar.

1.3. This Policy is established to:

- Provide a framework for City staff who oversee, recruit, and/or supervise Volunteers.
- Ensure the respectful, appropriate, and safe treatment of volunteers and an atmosphere of inclusion, accommodation, and accessibility.
- Create the conditions to provide each Volunteer with a positive and fulfilling Volunteer experience.

2.0 Application

2.1. This Policy applies to.

- All those responsible for recruiting, overseeing, and/or supervising Volunteers.
- All those who meet the definition of a Volunteer in 3.0.

2.2. This Policy does not apply to:

- Local Boards, and the Peterborough Police Service.
- Members of Advisory Committees appointed by Council.
- Student Volunteers, as defined in this Policy.
- Emergency Volunteers, as defined in this Policy.
- Community members participating in City community engagement events or initiatives.

3.0 Definitions/Acronyms (As Required)

City – The Corporation of the City of Peterborough.

Community and Well-Being Strategic Pillar – One of (3) Strategic Pillars identified in the City's Strategic Plan. The Strategic Pillars act as guiding beacons to achieve the City's vision: Peterborough2050.

The focus of the Community and Well-Being Strategic Pillar is to:

- Foster community resiliency, neighbourhood identity, civic pride, sense of belonging, and intercultural harmony.
- Enhance and protect the health, safety, and wellbeing of all in our city.
- Provide robust, affordable, and accessible sport, recreation, wellness, the arts, and social programs for people of all ages and abilities.

Emergency Volunteer – Individuals recruited to assist during an emergency event.

Local Boards – As defined by the Municipal Act, 2001, a municipal service board, transportation commission, public library board, board of health, police services board, planning board, or any other board, commission, committee, body or local authority established or exercising any power under any Act with respect to the affairs or purposes of one or more municipalities, excluding a school board and a conservation authority.

Onboarding – The process the City utilizes to welcome and integrate new employees into the organization, or in the case of this Policy, Volunteers into new Volunteer placement opportunities with the City. Onboarding includes, but is not limited to: Volunteer screening, documentation, orientation, and training.

Peterborough2050 – The City's Vision developed as part of the City's Strategic Plan. The Vision is as follows:

Build a Future-Ready City with a forward-looking, contemporary community, thriving in creativity and a modern economy. The Peterborough of tomorrow will be bold, innovative, progressive, caring, vibrant, inclusive, prosperous, and sustainable, a place that respects its past, heritage, culture, and readily embraces its future with excitement and renewed vigor. Leading Today for Tomorrow will ensure our City's fair share of respect and economic growth, locally as well as globally.

Strategic Plan – A Plan approved by City Council April 24, 2023 that sets out the Vision, Mission, Values, and Strategic Pillars for the City.

Student Placement – An unpaid, experiential learning opportunity in conjunction with a recognized educational institution (high school or post-secondary).

Student Volunteer – A student who is participating in a volunteer opportunity with the City either through a Student Placement or an Unpaid Internship subject to an agreement between the City and the student's educational institution.

Unpaid Internship – College or University students who complete professional placements with the City as part of their post-secondary degree or diploma requirements.

Values – The core values identified and prioritized under the City's Strategic Plan including:

- **Trust & Integrity:** We will deliver exceptional public service by doing the right things, with personal accountability, transparency, consistency, and respect. We will work together and lead by example by taking on important community issues and instilling confidence in our governance.
- **Engagement & Openness:** We will proactively collaborate to engage the community on a regular basis, welcoming new ideas and perspectives, embracing creativity, diversity, equity, and inclusion.
- **Compassion & Teamwork:** We value and care about the needs of our Community and Organization (residents, businesses, and employees). We will inspire authentic leadership with a sense of belonging at all levels, empowered to push forward the contributions that will transform our community. We collaborate across departments to achieve our goals. We work in partnership with our community. We are ONE COMMUNITY TOGETHER, ONE TEAM, with a common purpose.

Volunteer - An individual, age 13 and older, who gives their time, energy, and abilities in an unpaid capacity, as either a Casual or Regular Volunteer, to assist the City subject to the following criteria:

- The Volunteer contributes their time and skills without compensation, or expectation of compensation.
- The Volunteer is recruited to the City through a formal recruitment or placement process.
- The Volunteer has a defined role and specific responsibilities that they must be trained for and work within.
- The Volunteer works under the direction and control of a designated City staff person.
- The City has the ability to accept, suspend, or dismiss their services.
- The activities of the Volunteer must be carried out in accordance with the guidelines and standards set by the City.

There are (2) categories of Volunteer:

- **Casual Volunteer** – A volunteer opportunity that is established to help out with a specific task or event and which ceases to exist once that task or event is complete.
- **Regular Volunteer** – A volunteer opportunity that is continuous and is designed to provide ongoing support.

4.0 Policy Statement(s)

4.1. The City recognizes that Volunteers play a vital role in:

- a) Providing services that improve quality of life and support our economy.
- b) Extending the capacity of the City to perform work that it would otherwise not be able to do.
- c) Community building through their active engagement in City initiatives and as informal ambassadors in the community.

4.2. To ensure a safe, effective, and meaningful Volunteer program, the City will ensure that:

- a) Volunteers will be recruited as needed.
- b) City workplaces utilizing Volunteers will establish a workplace-specific Volunteer Procedure that aligns with Guidance Procedure 0056-P01.
- c) Volunteers are not utilized to replace or take away paid work from employees or perform work that conflicts with any City collective bargaining agreement.
- d) Volunteers are only utilized where there is adequate supervision, workspace, and meaningful work for the Volunteer to perform.
- e) The City will take every reasonable precaution to ensure that volunteers are assigned tasks with assessed minimal to no risk of personal harm as a result of performing that task. Volunteer activities will be assessed regularly to ensure that the risk of involvement is mitigated.
- f) Volunteer opportunities are well-defined in terms of the purpose and scope of the activities to be performed by the Volunteer.
- g) Volunteers will be provided with orientation and training deemed necessary for the task to which they have been assigned before commencing the work, including any relevant City policies and procedures.
- h) Volunteers are treated as respected members of the work team and that a similar level of care, oversight, and due diligence are exercised when recruiting, onboarding, and supervising Volunteers. Volunteers are provided with the necessary equipment, tools, technology, and supervision required for a successful Volunteer placement.
- i) Volunteers are regularly recognized for their contributions both formally and informally.
- j) Necessary documentation is completed for each Volunteer placement and accurate records relating to such placements are maintained.
- k) Volunteers are made aware that volunteers are not covered under the City's Workplace Safety and Insurance Board (WSIB) policy, nor are eligible to receive Employer-provided health or medical benefits.

- l) The City reserves the right to end a volunteer assignment at any time in instances where continuing involvement of the volunteer in a program or service would put the volunteer and/or the City or the public at risk. Eligibility to return as a volunteer for a future program/event, will be determined by the Volunteer Supervisor, and/or People and Culture.

4.3. To ensure the success and appropriate conduct of Volunteers in their placements with the City, Volunteers will be required to:

- a) Adhere to applicable rules, policies, procedures, safety protocols, and standards.
- b) Attend required orientation and training sessions as provided, and submit all required paperwork for the position.
- c) Be prompt and reliable in reporting for their Volunteer placement, notifying applicable staff as early as possible if unable to report as scheduled.
- d) Work within the scope of their Volunteer placement and consult with their assigned supervisor before undertaking any new responsibilities.
- e) Work in a manner to exercise due care to avoid risks that could result in injury, death loss or damage to person or property, and immediately report any risks, hazards, or concerns to their supervisor.
- f) Act with integrity and in a way that promotes the welfare, image and reputation of the City.
- g) Maintain the confidentiality of any information that is accessed, exchanged, or that they are exposed to through their Volunteer placement with the City.
- h) Only use the Corporation's facilities and equipment as authorized.
- i) Refrain from operating City owned vehicles and equipment.
- j) Comply with all incident reporting requirements of the Corporation.
- k) Be a minimum of thirteen (13) years of age. Children under the age of thirteen (13) may volunteer if accompanied by an adult for a City approved activity, with a letter of signed consent from a parent or legal guardian.
- l) Complete all required forms and documentation prior to commencement of the placement, including but not limited to the Volunteer Waiver, and where applicable, a Confidentiality Acknowledgement Form, and Police Record Check and Vulnerable Sector Screening.

- m) Wear approved attire or assigned uniform appropriate for safety and public perception while volunteering.
- n) Refrain from being under the influence of alcohol and/or drugs which impair performance and judgement while carrying out duties.
- o) Comply with all smoking policies and rules and regulations.
- p) Refrain from receiving compensation or financial benefit for providing volunteer services, including accepting gifts, favours, or honorariums.

5.0 General

5.1. Procedure and Policy Review

- a) This Policy serves as a foundation to all departments and divisions of the City of Peterborough who utilize the services of volunteers and shall be administered in accordance with associated departmental procedures.
- b) Staff directly responsible for implementing the Policy and the Standards and Procedures will be provided with required orientation and training.
- c) The Policy will undergo a periodic review based on the evolving needs of the City, legislative changes and changes within the municipality and will be updated as required. The review will be conducted under the initiative of Community Services in consultation with People and Culture.

6.0 Appendix, Related Documents & Links

Note: All references refer to the current version, as may be amended from time to time.

6.1. Pertinent Resources:

- Canadian Code for Volunteer Involvement – Putting the Code into Action
- Occupational Health and Safety Act
- Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11
- Privacy Act (RSC), 1985, c.P-21

6.2. Related Policies:

- Policy #####, Name of Policy
- Policy #####, Name of Policy



6.3. Related Procedures:

- Procedure 0056-P01, Volunteer Guidance Procedure
- Procedure #####-P##, Name of Procedure

6.4. Related Forms:

- Volunteer Application
- Volunteer Agreement and Release, Waiver, and Indemnity
- Volunteer Confidentiality Agreement

6.5. Miscellaneous:

- Add content www.peterborough.ca
- Add content www.peterborough.ca

7.0 Amendments/Reviews

Date (yyyy-mm-dd)	Section # Amended	Comments

Next Review Date:	
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