

SECTION: Human Resources		POLICY #: HR-005
Date Approved: May 11, 2015		Volunteer Program
Revision Date:	Review Date:	
Authority: Report DCS-15-15		

COVERAGE

Town of Hanover – All Departments

PURPOSE

1. To detail the policies and procedures related to the use of volunteers to support the work and initiatives of Town of Hanover staff.
2. To recognize the essential role that volunteers play in building a healthy and vibrant Hanover and in contributing to making a community of choice for present and future generations.
3. To develop systems and processes that support municipal volunteers and volunteerism by establishing best practices in the management of volunteers and minimizing risk to the organization and to the municipal volunteers.
4. To provide a framework for municipal volunteers to complement and/or supplement Town of Hanover programs, services and events.
5. To ensure that municipal volunteers understand their responsibilities and commitments to the Town of Hanover.

OBJECTIVE

This policy will provide staff and volunteers with guidance to ensure a safe, meaningful and productive volunteer experience in the Town of Hanover.

DEFINITIONS

Volunteer(s) -- is anyone who offers time, energy and skills of his or her own free will for the mutual benefit of the volunteer and the organization. Volunteers work without financial compensation, or the expectation of financial compensation beyond an agreed-upon reimbursement for expenses.

Vulnerable Person – is a person under the age of 18; a person living with a disability who is in need of assistance to meet his/her basic needs with regards to personal care of the management of his or her property.

POLICY STATEMENTS

1. Town staff will detail the volunteer roles and responsibilities available.
2. A written expression of interest or completion of the volunteer application form from potential volunteers will be accepted by staff on an ongoing basis.
3. Staff will implement a selection process that is appropriate for the volunteer role. The process may include an interview and reference checks.

4. Individuals, 18 years and older, confirmed as volunteers will be required to complete a Criminal Records and / or Background Check, if the volunteer role will see them working with a vulnerable person. Background checks will not be required for persons volunteering specifically for “one time” events (i.e. special events). The cost associated with this check may be reimbursed by the Town after 10 hours of volunteer work.
5. In the instance that the individual has previously provided a Criminal Records and / or Background Check to the Town, a Criminal Offence Declaration form shall be completed.
6. A Criminal Records and / or Background Check is required by the Town every 3 years.
7. Individuals will not be able to begin their volunteer role until all required paperwork and Criminal Records and / or Background Check has been submitted, if applicable.
8. Individuals will be provided with orientation and training appropriate to their volunteer role.
9. Individuals will be expected to follow the Town’s Code of Conduct and Respect in the Workplace policies.
10. Individuals will be provided with feedback and evaluation of their volunteer role.
11. The Town reserves the right to discipline and / or dismiss a volunteer with or without just cause.
12. Volunteer files shall be maintained by Corporate Services.

PROCEDURE / GUIDELINES

1. The person interested in volunteering provides a written expression of interest or completes the volunteer application form to the applicable Town Department.
2. The staff member supervising the volunteer role will implement a selection process (i.e. interviewing and checking references).
3. Upon confirmation of acceptance as a volunteer, the individual will be required to submit a completed Criminal Records and / or Background Check or a Criminal Offence Declaration, if applicable. See clause 4 and 5 under Policy Statements above.
4. Training and orientation appropriate to the volunteer role will be implemented and documented by the supervising staff member.
5. Volunteer feedback and evaluation will occur at six months. Should the volunteer role and / or term be less than six months, the evaluation shall occur prior to the completion of the volunteer term.
6. In the instance that a concern regarding volunteer conduct arises, the following will be implemented, pending the nature of the concern.
 - a) A verbal conversation will occur indicating the concern and expected resolution.
 - b) A written warning will be issued, if deemed necessary.
 - c) Dismissal as a volunteer.
7. Any volunteer who believes that he/she has been treated unfairly or inappropriately should refer to the Town of Hanover Respect in the Workplace policy for the procedure in addressing these issues.

Volunteer Application Form - For Town Programs, Initiatives, Special Events and/or Projects

DATE	WHAT VOLUNTEER POSITION(S) ARE YOU APPLYING FOR?
IF APPLYING TO MORE THAN ONE VOLUNTEER POSITION, PLEASE COMPLETE ADDITIONAL APPLICATION FORMS.	

PERSONAL DATA		
FIRST NAME	LAST NAME	
ADDRESS	TOWN/CITY	POSTAL CODE
PHONE NUMBER (HOME)	PHONE NUMBER (CELL)	
DATE OF BIRTH	MALE/FEMALE	EMAIL
EMERGENCY CONTACT	RELATIONSHIP	PHONE NUMBER

1. Volunteer role of Interest: _____

2. Why do you want to volunteer for this role? _____

3. What skills or characteristics would you bring to this volunteer role? _____

Office Use Only		
Accept: <input type="checkbox"/> Yes <input type="checkbox"/> No	Position: _____	Date: _____
Orientation Completed: _____		Additional Training Required: _____
Police Check Received: _____		OR Criminal Reference Declaration Received: _____