

Township of Schreiber

Volunteer Handbook

INTRODUCTION

Thank you for choosing to volunteer at the Township of Schreiber. Volunteers play an important role as ambassadors of the Township. The commitment of our volunteers allows events and programming to become a reality. The Township could not have the same level of impact without the generous offering of volunteer talent, time and effort towards festivals, recreation services and committees. The Township of Schreiber looks forward towards working with you and ensuring your volunteer experience is valuable to yourself and the community.

WHY VOLUNTEER?

Volunteering helps:

- Promote civic engagement and participate to shape the community.
- Promote change and development in a collective effort.
- Create a sense of belonging and wellbeing, while encouraging everyone to play a role in the community.
- Increase the Township's capacity to carry out programs and services.
- Provide opportunities to contribute to the community, while connecting with others for causes you care about.

MISSION & VALUES

- Improving the quality and quantity of community programs and services to exceed the expectations of residents and businesses.
- Committing to the highest levels of organizational practices to ensure the effectiveness of volunteer involvement within a safe and supportive infrastructure.
- Understanding that volunteers have rights and are a vital human resource.
- Building a work environment through passion, dedication and teamwork. The Township shall strive to create a positive team atmosphere which recognizes accomplishment, innovation and continuous improvement.

VOLUNTEER OPPORTUNITIES - POSITIONS

- Public Committee Members > Participating in Township Committees
- Children Programs > Implementing games and events
- Adult Programs > Implementing games and events
- Dance Chaperone > Chaperone youth dances
- Park Maintenance > Outdoor setup and teardown of programs and events
- Facility Maintenance > Setup and teardown of programs and events
- Event Ticket Sales > Helping with the sales of ticketed events
- Hall Decorating > Decorating of specific special events
- Coordinators > Coordinating events and/or programs

- Bar Operators > Operating bar during events
- Designated Driver > Picking and dropping off persons at events
- Till Handler > Securing, handling, and collecting money.

VOLUNTEER OPPORTUNITIES – EVENTS

- Schreiber Beautification Committee
- Cemetery Committee
- Community Economic Development Committee
- Recreation & Festivals Committee
- Schreiber Youth Committee
- Schreiber Senior Committee
- Winter Carnival
- Heritage Days

AS A VOLUNTEER YOU CAN EXPECT TO:

1. Be valued and respected as a part of the team.
2. Receive accurate information.
3. Be assigned to a position that reflects your interests, skills, and experience.
4. Receive guidance and training so you can complete your role effectively and assist with meaningful activities.
5. Receive ongoing support, feedback, encouragement, and recognition from your supervisor for your contributions.
6. Say “no” if a situation makes you feel unsafe.
7. Report a complaint without the threat of reprimand.
8. Have your personal information kept confidential.

IN RETURN WE ASK THAT YOU:

1. Approach your volunteer role with enthusiasm, honesty and an open mind.
2. Mould positive behaviours and attitudes by treating others with dignity. Treat everyone fairly regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status, disability, religion, political belief, or economic status.
3. Operate as a team with the Township staff and fellow volunteers.
4. Display respect and professionalism and conduct yourself as a representative of the Township of Schreiber.
5. Support the Township of Schreiber publicly and refrain from public criticism of the Township of Schreiber, fellow volunteers, and staff members.
6. Carry out your tasks in a punctual and effective manner, and ask for help when you need it.
7. Provide positive or constructive feedback to Township staff and suggest improvements or changes to your role.
8. Learn, respect, communicate, and adhere to the regulations, by-laws and policies established by the Township of Schreiber.

VOLUNTEER POLICIES & PROCEDURES

1. A volunteer is a person registered with the Township of Schreiber who dedicates his or her time and skills to the Township without compensation.
2. A volunteer supervisor refers to a member of Township staff who is in a direct reporting relationship with a volunteer.
3. Individuals under the age of 18 require parental/guardian approval in order to complete their volunteer application.
4. The Township of Schreiber supports the placement of volunteers based on factors such as the applicant's qualifications and experience appropriate to the position. The Township follows fair, equitable, and transparent selection for volunteer positions. Qualified applicants that most closely match the requirements of the position will be selected. All background checks will remain confidential and privy only to the Township of Schreiber's HR Representative (currently CAO/Clerk).
5. Volunteers will undergo screening measures before acceptance into the Township. These measures may include but are not limited to, police record checks and reference checks. Any volunteer determined eligible to participate in all programs and is subsequently arrested, charged, committed and/or found guilty of any offenses shall immediately notify the Township of Schreiber.
6. Volunteers shall only be used to enrich or expand municipal services or to free skilled paid staff for other duties. Volunteers shall not be used to replace paid employees. In the event of an opening for a paid position within municipal staff, volunteers who apply for the position shall be evaluated on the same basis as other applicants.
7. Volunteers must provide 48 hours of notice if not attending a scheduled shift. Volunteers are expected to attend the full duration of a volunteer placement.
8. A 30-minute break is provided for every 5 hours of continuous volunteering.
9. Volunteers are required to track their volunteer hours. Volunteers tracking hours for the completion of a program should contact their volunteer supervisor and arrange to have their forms signed.
10. Volunteers are expected to dress in a manner consistent with the nature of work performed. All clothing should be neat, clean and in good repair. Good personal hygiene must be practiced. It is important for all volunteers to remember that they are in contact with the public. If there are any questions as to what constitutes proper attire, volunteers should consult with their supervisor. Clothing with inappropriate or offensive logos, writing, and designs should not be worn when on duty. If a uniform has been issued to a volunteer position, it is mandatory to wear it during assigned shifts.
11. Please be aware that volunteers may be photographed through professional/volunteer photographers, videographers, and other media outlets that may be present at Township events and programs.
12. Volunteers shall direct all representatives of the media to Township staff. Volunteers shall not make statements to the media. Refrain from public criticism of other volunteers, staff, participants, and services. This includes online comments through social media and any other form of communication.
13. All Township of Schreiber information concerning participants, staff, volunteers, and corporation business is confidential. All personal information obtained or available due to involvement with the Township of Schreiber must be treated as confidential. Failure to maintain

confidentiality may result in an early departure for the volunteer position or other corrective action. Respect and maintain the confidentiality of information gained as a volunteer, including but not limited to, all computer software and files, and all volunteer, employee, member, donor, and supporter records.

14. Volunteers are encouraged to speak to their supervisor on any concerns regarding health/safety and emergency procedures. A volunteer shall report all accidents/incidents to their supervisor. Volunteer supervisors will complete an accident/incident report form.
15. Act with honesty and integrity and in accordance with any professional standards and/or governing laws and legislation that apply to the responsibilities you perform for or on behalf of the Township of Schreiber.
16. Refrain from engaging with behaviour that could be considered discrimination and harassment or behaviour that could be considered demeaning, bullying, threatening, intimidating or violent. Provide a positive and valued experience for those receiving service within and outside the Township of Schreiber.
17. Take responsibility for your actions and decisions. Disclose any perceived or actual conflict to your supervisor. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.
18. Volunteers shall not perform professional services for which certification or a licence is required unless currently certified or licenced and independently insured to do so.
19. Volunteers may be eligible for reimbursement of reasonable expenses incurred. All expenses must have prior approval as per the Township Payment of Expenses Policy.
20. To discontinue volunteering for the Township of Schreiber, please provide your supervisor with a minimum of two weeks notice. If your departure is within 48 hours of a volunteer shift please call immediately and ensure you speak directly with your supervisor. Your account will be archived should you wish to return as a volunteer at a later date.

21. Complaint & Dispute Resolution Procedure

Situations may arise where a volunteer has a complaint that needs to be addressed. The following procedure lists the appropriate steps for a volunteer to take should such a situation arise.

21.1. Volunteer complaint about another volunteer:

A volunteer should seek resolution of their complaint directly with the other volunteer, unless:

- The volunteer feels uncomfortable approaching the other volunteer.
- The volunteer has already approached the other volunteer and the complaint has not been resolved.
- The volunteer feels the complaint is too large or serious an issue to be discussed directly with the other volunteers.

If any of these situations should apply, the volunteer should discuss the complaint with their supervisor. In the case a resolution is not possible, the volunteer's supervisor will consult with Township management regarding the issue.

21.2. Volunteer complaint about a Township employee:

A volunteer should seek resolution of their complaint directly with the employee, unless:

- The volunteer feels uncomfortable approaching the employee
- The volunteer has already approached the employee and the complaint has not been resolved
- The volunteer feels the complaint is too large or serious an issue to be discussed directly with the employee.

If any of these situations should apply, the volunteer should discuss the complaint with their supervisor. In the case a resolution is not possible, or the complaint is with the volunteer's supervisor, the volunteer should discuss the issue with Township management.

21.3. Volunteer complaint about an organizational issue:

These complaints should always be discussed with the volunteer's direct supervisor. If it is a valid concern, and an issue that can be addressed, the employee will address it with appropriate staff members with a response provided to the volunteer within 5 business days.

If the matter is not addressed to the volunteer's satisfaction by following the above procedures, the volunteer should write and submit a formal letter of complaint on the matter to Township management.

If previous complaint procedures have been exhausted and the complaint is still not resolved to the satisfaction of the volunteer, the matter must be referred to Council. Council's decision on the issue is final.

22. Disciplinary Procedure

The purpose of this procedure is to establish guidelines regarding misconduct so that disciplinary issues will be dealt with in a consistent manner. Discipline is intended to be constructive in correcting the rare circumstance of volunteer misconduct. This procedure has been adapted from the Township of Schreiber Policy Manual - Policy Statement G-1999-4 Employee Discipline Policy. The authority to discipline a volunteer is entrusted to immediate supervisors and department heads. In the situation of dismissal, volunteers will always have the right to appeal disciplinary action through Council.

Disciplinary Actions:

22.1. Verbal Counseling: The supervisor will meet with the volunteer to discuss the issue. The supervisor will outline the concern, and identify actions expected of the volunteer to correct the problem. The supervisor will indicate that failure to correct the problem may lead into further disciplinary action. The volunteer will be given an opportunity to provide an explanation for their conduct. The supervisor will make notes of the meeting.

22.2. Disciplinary Letter: The supervisor will prepare a letter of discipline to the volunteer. A meeting will be held with the volunteer to review the letter. The letter will outline the concerns, reference any previous meetings held, and outline action expected of the volunteer to correct the problem. The letter will impress upon the volunteer the seriousness of the matter in question and also outline the consequences

if the volunteer fails to take corrective action. The disciplinary letter will include a statement that “any further violations may result in further disciplinary action”.

22.3. Subsequent Offences: Further disciplinary issues shall be documented in a letter to the employee. A meeting will be held with the volunteer to review unresolved issues. All other meetings and/or letters of discipline will be referenced. The volunteer may be discharged depending on the severity of the issue.

22.4. Dismissal: While this policy provides for progressive steps in dealing with disciplinary issues, the Township of Schreiber has the right to dismiss a volunteer for serious misconduct. This dismissal may be appealed to Council. Council’s decision on dismissal status shall be final. Conduct considered sufficiently serious to dismissal includes but is not limited to:

22.4.1. Wilful misconduct, disobedience or insubordination.

22.4.2. Wilful neglect of duty or gross violation of the Township’s by-laws, rules and regulations, including the Volunteer Policy and Procedures listed herein.

22.4.3. Inability to uphold the conditions of the position, is consistently late or unable to attend scheduled shifts.

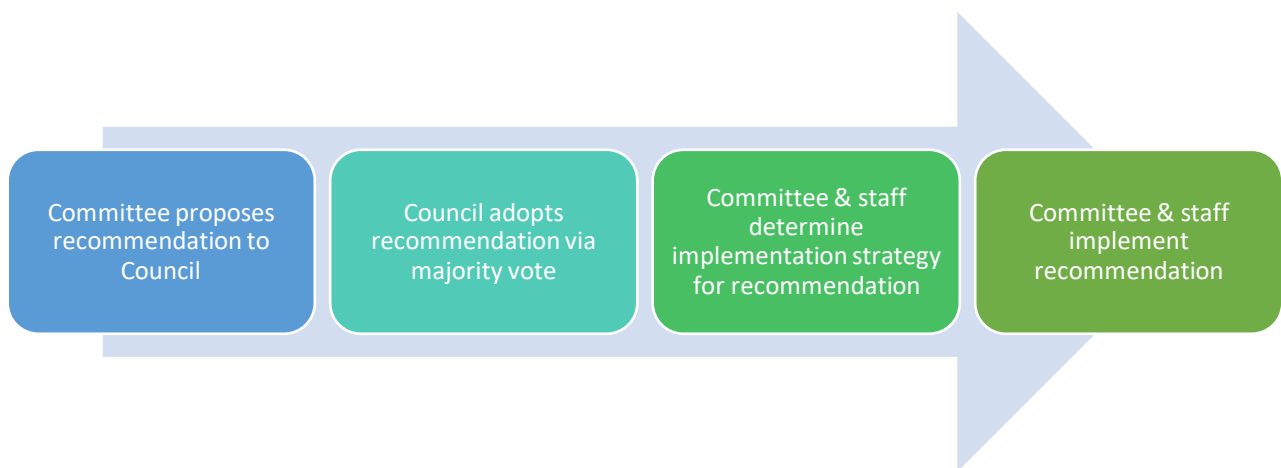
22.4.4. Intoxication or impairment by drugs.

22.4.5. Falsification and/or unauthorized disclosure of the Township’s records and/or the release of any confidential information.

22.4.6. Unethical or criminal actions including theft from the Township, its employees or citizens.

22.4.7. Violation of the Human Rights Code including but not limited to abuse or mistreatment of members of the public, municipal staff or volunteers.

COMMITTEE DECISION MAKING PROCESS



ROLES AND RESPONSIBILITIES

| | Council | Township Management | Township Staff | Volunteers |
|---|--|---|---|---|
| <i>Specific Roles in Organization</i> | Create, lead and ensure a supportive environment and culture for volunteer involvement. (policy focus) | Create, lead and manage a supportive environment and culture for volunteer involvement. (policy and delivery focus) | Proactively contribute to support an environment and culture for meaningful volunteer involvement. (delivery focus). | Proactively contribute to support an environment and culture for meaningful volunteer involvement (delivery focus). |
| <i>Vision, Mission, Values & Strategic Plan</i> | Define and review vision, mission, and values related to volunteer involvement. Adopt a strategic plan that integrates volunteer involvement as a core function and resource to support the achievement of the mission. | Review vision, mission and values. Assist with strategic plan development. Develop and manage operational strategies and goals. | Understand how all volunteer roles link to vision, mission and values. | Understand how their specific volunteer role links to vision, mission and values. Undertake volunteer roles to achieve operational goals and strategies. |
| <i>Governance Policy</i> | Identify and adopt governance policies. | Develop, manage and support governance policies. | Understand, implement and respect policies. | Understand, respect and follow policies. |
| <i>Programs & Operations</i> | Adopt policies for programs and operations. | Develop policies for programs and operations. Identify, obtain, and manage the human and financial resources required for effective program delivery and operations. | Provide support to volunteer service and leadership for effective program delivery. | Provide volunteer service and leadership for effective program delivery. |
| <i>Human Resource Management & Volunteer Involvement</i> | Adopt policy to approach human resource management and incorporate volunteer involvement and standards. | Ensure effective management of human resource strategies in organization. Ensure volunteer standards are applied consistently. | Operate within and support the volunteer involvement standards for development, delivery and support of quality programs and/or services. | Operate within and support the volunteer involvement standards for development and delivery of quality programs and/or services. |

Source: Canadian Code for Volunteer Involvement (2017).

SECTION A – VOLUNTEER AGREEMENT

I understand the policies and other information described in the Volunteer Handbook. Further, I accept my responsibility and accountability for adhering to those policies concerning my conduct while volunteering with the Township of Schreiber.

In volunteering with the Township of Schreiber, I hereby agree to work under the direction and control of authorized employees of the Township of Schreiber. I am also aware that violations of these policies can lead to disciplinary action up to and including dismissal of my volunteer role.

I understand and agree that the Township of Schreiber has the right to amend the policies and procedures set out in the Volunteer Handbook from time to time, through council resolution. I agree to promptly review any changes to the policies and procedures which are brought to my attention by the Township of Schreiber.

In consideration of the Township of Schreiber allowing me to participate in a volunteer capacity, I agree that I am volunteering at my own request and at my own risk. I acknowledge that I am aware of all the risks inherent in this role and certify that I have not been otherwise informed by any physician and know no restrictions imposed on me by my own physician that would in any way prevent me from actively participating in this role. I also understand and acknowledge that the Township of Schreiber does not carry disability or workman's compensation insurance coverage to my benefit.

Further in consideration of being permitted to participate in a volunteer capacity, I, behalf of myself, my successors in interest, heirs, assigns and representatives, hereby fully release and hold harmless the Corporation of the Township of Schreiber, its affiliates, officers, trustees, agents, representatives, successors and assigns, of and from any liability, claims, damages or causes of action for any reason, even as a result of negligence by the Corporation of the Township of Schreiber or that of anyone acting on the Corporation of the Township of Schreiber's behalf including without limiting the generality of the following: death, bodily injury, property damage, or any other loss, or inconvenience whatsoever, suffered by me at any time hereafter occurring as a result of my voluntary participation in this program.

Must also be signed by a parent or legal guardian if the participant is under the age of eighteen on the date this release is signed.

Volunteer Signature

Date

Signature of Parent or Guardian

Date

SECTION B - RELEASE AND CONSENT BY PARENT/GUARDIAN FOR VOLUNTEER PARTICIPATION BY A MINOR

I understand that my child or youth wishes to participate as a volunteer with the Corporation of the Township of Schreiber and I hereby give my permission for them to serve in this capacity. I have been advised that they will be provided with an orientation and training necessary for the safe and responsible performance of their duties and that they will be expected to meet all the requirements of the position, including regular attendance and adherence to the Township's policies and procedures. I agree that he/she will abide by any rules and direction provided by those helping to administer the volunteer program. I authorize first aid to be administered to said minor if necessary.

Name of Parent or Guardian

Name of Minor, Date of Birth

Signature of Parent or Guardian

Date

SECTION C – EMERGENCY CONTACTS

Name: _____

Phone: _____

Name: _____

Phone: _____

Signature (Parent or Guardian if under 18)

Date

Volunteer Application Form

Name: _____

Date: _____

Present Address: _____

Phone Number: _____

Email: _____

STATEMENT OF INTEREST

Explain why you want to volunteer for the Township of Schreiber? What experience, qualities, skills and talents would make you an outstanding volunteer for the Township?

AVAILABILITY

| | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
|-------|--------|---------|-----------|----------|--------|----------|--------|
| From: | | | | | | | |
| To: | | | | | | | |

I affirm that I have read the above and that the information I have given is true and complete.

Volunteer Signature

Date