

Town of Greater Napanee Municipal Volunteer Policy



Approval Date:	March 25, 2025	Resolution #	146/25
Revised Date:		Resolution #	
Review Scheduled:	June 2028		
Department:	Human Resources	Contact:	HR Manager
Approval Authority:	Council	Policy No:	HR-2025-01

1. Purpose

To develop a policy and related processes consistent process that supports the use of municipal volunteers and volunteerism for municipal initiatives and the use of common by establishing expectations, best practices and risk management efforts.

2. Scope

This policy applies to all Town staff and volunteers involved in municipal events, initiatives, and committees including providing mandatory community service for the criminal justice, education and social system. This policy does not apply to the “volunteer firefighters” position or education placements.

3. Definitions

Volunteer: means a person who provides a service to the community under the supervision of the Town of Greater Napanee, generally without compensation or other consideration. A corporate donor is not a volunteer. Donations are covered under the Town’s Donations and Sponsorship Policy.

Vulnerable Sector Check: means a search of police involvement in accordance with LEARN guidelines and a search for sexual offence convictions for which an individual has not received a pardon.

Vulnerable Person: means a person who, because of their age, a disability, or other circumstances, whether temporary or permanent are

- (a) in a position of dependence on others or
- (b) are otherwise at a greater risk than the general population of being harmed by a person in a position of authority or trust.

4. Responsibilities

4.1. Council of the Corporation of the Town of Greater Napanee

Council is responsible for:

- a) Approval of this policy and any amendments thereto; and
- b) Support of the Municipal Volunteer Program within the Corporation.

4.2. Senior Management

Responsibility and authority are delegated to the Senior Management Team to:

- a) Review and recommend updates to this policy;
- b) Secure, maintain and pay for adequate insurance coverage for a minimum of 50 volunteers at all times. Coverage is to include general liability and accident insurance and ensure insurance is in place prior to any volunteer work being sought or undertaken. Coverage is to be extended to any volunteer participating in a municipal initiative;
- c) Identify areas where volunteers may be utilised to support the work of the municipality; and
- d) Recognize the contribution of volunteers to the municipality.

4.3. Manager of Human Resources

Responsibility and authority is delegated to the Manager of Human Resources to:

- a) Assess each volunteer role and volunteer supervisor role to determine the degree of interaction with and authority over vulnerable persons and identify which roles require a vulnerable sector check;
- b) Ensure that when it is identified as a requirement for the role, a clear vulnerable sector check has been provided by any volunteer or volunteer supervisor prior to commencing their duties; and
- c) Ensure training is provided to volunteers on items such as but not limited to - health & safety awareness, accessible customer service, responsibilities of the volunteer, policies and procedures.

4.4. Department Staff

Responsibility and authority are delegated to the Department Staff where volunteer support is utilised to:

- a) Keep volunteers informed of new policies and procedures
- b) Track volunteer hours worked within each department;
- c) Provide an overview of the volunteer responsibilities with a specific department/event;
- d) Take all reasonable precautions to protect the health and safety of volunteers while assisting the municipality;
- e) Ensure that all volunteers are registered and have received requisite training prior to volunteer activities taking place.

4.5. Volunteers

Volunteers will be responsible and accountable to:

- a) Maintain confidentiality of information in line with the Ontario's *Municipal Freedom of Information and Protection of Privacy Act*;
- b) Represent the Town in a professional, respectful manner.

- c) Speak with the Town representatives when issues arise.
- d) Read and follow the Volunteer Program and applicable policies and procedures.

5. Policy

5.1 General

The Corporation and staff value and respect all volunteers and appreciate that volunteerism provides a valuable contribution and significant capacity to community wellbeing.

Volunteers make commitments to the Municipality and should act responsibly and with integrity. As representatives of the community-at-large, volunteers may actively participate in various departments/events/committees of the Corporation.

All volunteers performing duties on behalf of the Corporation are insured through the Town of Greater Napanee's General Liability Insurance Policy. All volunteers will be assigned with a municipal manager/supervisor to report to.

Volunteers will follow the Town of Greater Napanee's Health & Safety policies and procedures. All health and safety incidents must be reported to the assigned municipal manager/supervisor. The Town of Greater Napanee will supply safety equipment that is required for the volunteer position except safety toed footwear.

Training and supervision is provided to ensure volunteers understand their roles and responsibilities.

5.2 Insurance and Liability

The issue of liability is based on the principle that people are responsible for their conduct in the course of their daily activities. Failure to conduct oneself in a responsible and reasonable manner could result in some injury to oneself or others. Negligent conduct can include acts of commission or omission. The resulting damage might be either to person or property. While acting in the capacity of a volunteer, individuals must conduct themselves in a responsible, safe and reasonable manner at all times.

While taking part in volunteer activities for the Town of Greater Napanee, registered volunteers are covered under the Town's insurance. The insurance does not cover loss or damage to a volunteer's property.

Volunteers are not authorized to use municipally owned or leased vehicles. The municipality does not provide any auto-liability coverage to a volunteer's personal vehicle driven on behalf of the municipality during volunteer duties.

The Workplace Safety and Insurance Board (WSIB) does not provide coverage

for volunteers. Any person incurring injury or illness while volunteering will not be covered by the Town of Greater Napanee's WSIB policy.

5.3 Management of Volunteers

Volunteer recruitment for specific events and initiatives is to be initiated and managed by the relevant program manager with all required registration, training, complaint resolution and insurance claims to be coordinated through the Town's Human Resource Department.

Human Resources must have a record of all volunteers assigned to a specific initiative prior to the activity taking place to ensure all appropriate paperwork, insurance coverage and vulnerable sector checks, if required, are in place prior to work being performed.

All volunteers are to be informed of and provided with applicable policies while they are working on Town initiatives, which include the Town's Code of Conduct, Respectful Conduct Policy, Drug and Alcohol Policy, Respect in the Workplace Policy, Workplace Violence, Harassment Policy and the Municipal Freedom of Information and Protection of Privacy Act.

In the event that an issue is reported or a complaint is received, the complaint or issue will be reviewed by Human Resources. If an issue is significant in nature and breach of the policy would warrant disciplinary action if done by an employee, Human Resources may deem an individual is no longer eligible to volunteer on behalf of the Town. Any decision of HR may be appealed to the Chief Administrative Officer

5.4 Conflict of Interest

Volunteers have a broad range of interests that may from time-to-time lead to conflicts of interest. Volunteers will be considered to have a conflict of interest when their private objectives conflict with municipal objectives. As such, volunteers shall not:

- a) Benefit financially from their membership other than an honorarium that may be paid in certain circumstances.
- b) Place themselves in a position where they are under obligation to any person who may benefit from the circumstances.
- c) Deal with any application, agreement or contract in which they, any family member, partner or company has an interest.
- d) Gain personal benefit from any knowledge about a municipally related matter.
- e) Give preferential treatment to any person, partner, organization or

company where the member has a financial interest.

Where a conflict exists, the volunteer shall declare the conflict, or possible conflict, and withdraw from direct involvement in the matter and refrain from any discussion or comment that might influence a decision. Volunteers shall ensure the conflict or possible conflict of interest is recorded by a staff member and submitted to the Town's Human Resources department.

5.5 Training

Volunteers will receive an orientation and training on the Municipal Volunteer Program and any information that is specific to and appropriate to their volunteer role. Mandatory Ministry of Labour Health and Safety Awareness and Integrated Accessibility Standards Regulation training must be completed and recorded.

5.6 Accommodation

The Town of Greater Napanee is committed to developing an inclusive, barrier-free recruitment and selection process, accommodations and working environment for volunteers with a disability. Information received relating to accommodation requirements is used only for intended purpose.

6. Enforcement

The Town's Human Resources Department is empowered to enforce the provisions of this policy in accordance with the Town's policies and by-laws regarding personnel management.

Failure to comply with this policy may result in disciplinary action for municipal staff, and loss of current or future volunteer opportunities for non-staff.

7. Related Documents

Town of Greater Napanee People Policies
Town of Greater Napanee Health & Safety Manual
Corporate Events Policy
Advisory Committee By-law

Revision History

Date	Number	Description
September 26, 2017	Resolution #412/17	Adopt Volunteer Policy
March 25, 2025	HR-2025-01	Update policy to add language regarding insurance, conflict of interest, volunteer management, etc.