



VOLUNTEER POLICY

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PURPOSE

The Town of Torbay values and encourages the involvement of volunteers within all appropriate programs, activities, and services.

Individual volunteers benefit from the opportunity to gain new experiences and training as well as from the satisfaction derived from sharing their skills with others. Volunteers and volunteering promote civic pride, participation, and responsibility and contributes to community development and well-being.

Volunteers are not a substitute for employees and the Town of Torbay does not recruit volunteers to displace them.

The Town of Torbay is committed to providing meaningful, enjoyable, and safe volunteer opportunities, and this policy outlines the roles, responsibilities, and processes for volunteer management for municipal departments, projects, and facilities.

The purpose of this policy is to establish volunteer management policies and procedures that enhance program delivery while protecting community members, volunteers, and the Municipality from harm.

POLICY STATEMENT

All persons wishing to volunteer with the Town of Torbay must fill out a *Volunteer Application Form*. This form requires the applicant to provide personal information, skills and interests, previous volunteer experience, volunteer interests and personal references. Furthermore, applicants will be required to provide a current RNC Certificate of Conduct and Vulnerable Sector Check. The cost for completing these certificates will be covered by the Town.

DEFINITIONS

“Supervisor” means anyone who is responsible for overseeing a volunteer assignment and/or the volunteer(s) appointed to complete the required task or series of tasks.

“Volunteer” means anyone who performs services to the benefit of the Town of Torbay for which there is no financial compensation or gain.

“Volunteer Assignment” means a task or series of tasks that enhances and/or compliments the services and programs offered by the Town of Torbay.

VOLUNTEER RECRUITMENT & TRAINING

When the Town has opportunities for volunteers, where possible these opportunities will be posted and advertised accordingly on the Town’s website and other social media platforms. The Town will endeavor to select individuals from the applications received and/or on file and the Town will invite applicants to meet with the applicable Town representative to select suitable candidates for the opportunity. The Town’s decision on suitability of a prospective volunteer is absolute and final.

All individuals will be required to undergo security clearance and reference checks before they are formally accepted by the Town as volunteers. The level of clearance required will vary depending on the volunteer role.

Children and young people (under 18) may volunteer only as part of a recognized program or as part of a specific project developed and approved by the Town.

Volunteers will be provided with an introduction to the volunteer opportunity and all necessary training will be provided to the volunteer prior to the start of the volunteer opportunity. This will always include a summary of the role and the anticipated duration of the role, and any other relevant information.

VOLUNTEER ASSIGNMENTS

Volunteer assignments enhance and compliment the programs and services of the Town of Torbay. All prospective volunteers will be equally considered for assignments, and the selection and engagement of volunteers will be conducted in keeping with specific operational procedures.

All volunteer assignments will be supervised by Town staff, and staff supervisors will be assigned prior to the commencement of an assignment. Volunteers do not have the authority to represent the Town, make contracts for the Town, and/or make any other commitment on its behalf.

All written documents, study results, concepts, and products developed for the Town by a volunteer will remain the property of the Town unless otherwise stated in a written agreement between the volunteer and the Town.

The Town embraces volunteerism on the understanding that volunteer services are received at its sole discretion, and that any volunteer’s relationship with the Town may be terminated by either side at any time for whatever reason.

EXPENSES & RENUMERATION

Volunteer opportunities offered by the Town are not eligible for the payment of wages and or expense reimbursement.

VOLUNTEER CODE OF CONDUCT

The Town of Torbay is committed to providing a work environment in which all individuals are treated with respect and dignity, free of harassment, violence, and discrimination and applies to all Town of Torbay employees and Council members including, without limitation, full-time, part-time, contract, hourly or permanent staff, and to all business-related interactions between employees and third parties who deal with the organization (consultants, contractors, service providers, volunteers, and members).

HEALTH & SAFETY

The Town is committed to ensuring that all volunteer opportunities are free and clear from any unsafe working conditions and as such all volunteers will be required to attend any support, training, and/or supervision sessions necessary to meet all the necessary health and safety requirements associated with the opportunity.

The Town will indemnify volunteers and hold them free from liability for civil liability to any person as the result of personal injury loss or damage arising from the execution of tasks assigned to them on any Town property or premises. This indemnity will not apply where a volunteer acts negligently, recklessly or in bad faith.

CONFIDENTIALITY

The Town of Torbay has been entrusted by the Torbay Town Council with highly confidential information on residents, commercial businesses, and employees. To safeguard this trust, the Town of Torbay insists on strict confidentiality and physical and systems security in the processing and use of such information for the purpose it was intended by our employees. Volunteers should uphold the name of the Town and maintain the confidentiality of all confidential information to which they are exposed while volunteering.

SOCIAL MEDIA

The Town of Torbay uses social media platforms as well as a corporate website for the purposes of providing relevant and timely information to the public. Social media also allows the town to share time-sensitive information; to increase public awareness of events; notices, projects, employment opportunities, etc.; to encourage public conversation and ideas; to provide an additional avenue for the public to obtain information; and to develop and foster stakeholder / community relationships.

Volunteers need to familiarize themselves and adhere to the Town of Torbay's Code of Ethics policy when using social media in reference to the Town of Torbay.

POLICY REVIEW

This policy shall be reviewed annually or sooner by the DHR, CAO and the Mayor as may be necessary.