

TOWN OF COCHRANE POLICY



Policy No.:	1802-02
Policy Title:	Volunteer Management
Approval Date:	July 9, 2007
Revision Date:	August 13, 2012
Department:	Corporate & Community Sustainability

Policy Statement

The Town of Cochrane values the role that volunteers play in building a healthy, sustainable and vibrant community.

To demonstrate commitment to volunteerism, the Town of Cochrane has adopted the Canadian Code for Volunteer Involvement to establish standards for all programs and initiatives that engage municipal volunteers.

1. Reason for Policy

- 1.1 To provide consistent volunteer practices for Town of Cochrane programs, services, and events that involve municipal volunteers.

2. Related Information

- 2.1 [The Canadian Code for Volunteer Involvement - Revised Edition 2012](#)
- 2.2 *Freedom of Information and Protection of Privacy Act (FOIP)*
- 2.3 Health & Safety Administrative Directive and Procedure – Number 1001-01
- 2.4 Site specific safe work procedures

3. Definitions

- 3.1 A municipal volunteer is an individual who offers his or her time, energy, and skills to any Town of Cochrane initiative without financial compensation.

4. Responsibilities

- 4.1 Town Council to:
 - 4.1.1 Approve by resolution this policy and any amendments.
 - 4.1.2 Consider the allocation of resources for successful implementation of this policy in the annual budget process.

- 4.1.3 Recognize the benefits of volunteers and volunteerism.
- 4.1.4 Serve as an advocate for volunteers and volunteerism.
- 4.2 Chief Administrative Officer to:
 - 4.2.1 Implement this policy and approve procedures.
 - 4.2.2 Ensure policy and procedure reviews occur.
 - 4.2.3 Serve as an advocate for volunteers and volunteerism.
- 4.3 Senior Manager to:
 - 4.3.1 Ensure implementation of this policy and procedure.
 - 4.3.2 Ensure that this policy and procedure is reviewed every three years.
 - 4.3.3 Make recommendations to the Chief Administrative Officer of necessary policy or procedure amendments.
 - 4.3.4 Serve as an advocate for volunteers and volunteerism.
- 4.4 Manager to:
 - 4.4.1 Understand, and adhere to this policy and procedure.
 - 4.4.2 Ensure employees are aware of this policy and procedure.
 - 4.4.3 Ensure section staff are trained in related procedures.
- 4.5 All Employees to:
 - 4.5.1 Understand and adhere to this policy and procedure.
 - 4.5.2 Recognize the benefits of volunteers and volunteerism.
 - 4.5.3 Serve as an advocate for volunteers and volunteerism.
 - 4.5.4 Obtain training on management of volunteers and volunteer program as required.
 - 4.5.5 Make every effort to support and engage municipal volunteers effectively and respectfully.

5. End of Policy

TOWN OF COCHRANE PROCEDURE



Policy No.:	1802-02
Policy Title:	Volunteer Management
Approval Date:	July 9, 2007
Revision Date:	January 27, 2017
Department:	Corporate & Community Sustainability

1. Position Description & Recruitment

- 1.1 Volunteer will complete the required Town of Cochrane application form.
- 1.2 Interested candidates may be interviewed for volunteer position.
- 1.3 Volunteers selected based on skills, ability, knowledge and availability for the role.
- 1.4 All Volunteers to adhere to Policy & Procedure.

2. Screening

- 2.1 Consult the Volunteer Risk Management Guide to determine the screening required for volunteer role.
- 2.2 Consult The Screening Handbook: Tools and Resources for the Volunteer Sector.

3. Orientation, Training & Safety

- 3.1 Volunteers will receive orientation training that is specific to their volunteer role which will include health & safety.
- 3.2 All volunteers working within the perimeters of the volunteer job description, past or present, are insured through the Town of Cochrane General Liability Insurance Policy and Workers Compensation Board (WCB) with respect to duties performed on behalf of the Town of Cochrane. Supervisor of volunteer will record volunteer involvement to ensure appropriate coverage and reporting.
- 3.3 Volunteers will immediately report health & safety incidents to Supervisor.
- 3.4 The Town of Cochrane will supply required Personal Protective Equipment (PPE) for volunteer position.
- 3.5 Volunteer will have effective means of communication and check in procedures with Supervisor and follow all site specific safe work procedures.
- 3.6 If volunteer is required to drive their vehicle while volunteering with the Town, volunteer must provide the following:
 - 3.6.1 A current copy of automobile insurance policy indicating a minimum of two million dollar liability coverage.

- 3.6.2 A driver's abstract
- 3.6.3 Volunteer must inform insurance company of the intention to use personal vehicle while acting as a volunteer driver.
- 3.6.4 Volunteer must report immediately to Supervisor any accident, license suspension or cancellation of insurance coverage.

4. Support & Supervision

Exclusion of Public at Large (PAL) Volunteers

- 4.1 Volunteers will be assigned an individual who will supervise and support their involvement.
- 4.2 Supervisors will regularly give feedback to the volunteers on their performance.
- 4.3 Volunteers will be given the opportunity to provide feedback on their volunteer experience with their supervisor.
- 4.4 Evaluations and exit interviews will be conducted where appropriate.
- 4.5 Those managing and supervising volunteers will have the necessary skills, experience, and support.

5. Records Management

- 5.1 Records will be maintained on every volunteer involved with the organization using a confidential, secure system within the Town of Cochrane sections.
- 5.2 Records will include application forms, records of interviews, role descriptions, letters of reference, performance appraisals, driver abstracts, orientation documents, training certifications, emergency and current contact information.
- 5.3 Volunteer hours calculated at the same hourly rate for skilled and unskilled labour will be tracked on a central tracking system.

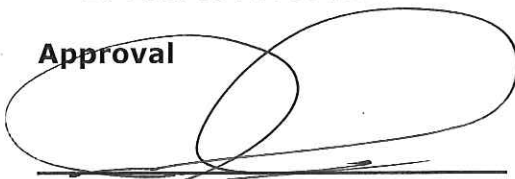
6. Recognition

- 6.1 Town of Cochrane volunteers are recognized for their contributions by ongoing formal and informal methods of recognition.
- 6.2 Every volunteer in the community of Cochrane is invited to attend the annual volunteer appreciation event hosted by Volunteer Cochrane/FCSS.

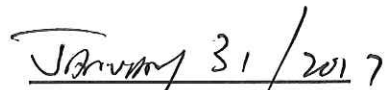
7. Evaluation

- 7.1 An evaluation framework is in place to assess the overall satisfaction of the volunteer experience.

8. End of Procedure

Approval


Julian deCocq, C.A.O.



Date

SCHEDULE "A"

VOLUNTEER RISK MANAGEMENT GUIDE

Level 1 – Special Event Volunteer

Level 2 – Committee Volunteer

Level 3 – Program volunteer or a volunteer working directly with cash or a vulnerable sector (children, disabled, etc).

* If a position does not fit within the defined Levels, it will be assessed individually for risk and assigned a Level for screening in accordance to the levels listed.

Tasks	Level 1	Level 2	Level 3
Interview	As required	Yes	Yes
Police Record & Vulnerable Sector Check	As required	As required	As required
Calgary & Area Child & Family Services Intervention Record Check	No	No	Yes, if 18 years old+ and working directly with children
Show Picture ID	As required	Yes	Yes
Town of Cochrane Identification	Yes	No	Yes
Training and Orientation	Brief	In-depth	In-depth
Reference Checks	No	Yes	Yes
Confidentiality Agreement	No	As Required	Yes