

# VOLUNTEER POLICIES AND PROCEDURES

## 1. ANTI-DISCRIMINATION

NROCRC promotes the highest quality of service to all community members in a caring, non-discriminatory manner. You must agree to provide service in a caring, non-discriminatory manner.

### ***Procedure:***

- 1.1 If you are unfamiliar with a client group, you will receive the necessary orientation to work with the group.
- 1.2 If you discriminate against a client or staff based on race, sexual orientation, culture or religion, you will be dismissed from your volunteer duties.

## 2. SPEAKING ON BEHALF OF THE ORGANIZATION

Any media work, advocacy or fundraising efforts are outside the duties and responsibilities of volunteers. Unless NROCRC has designated, trained, and approved media work, advocacy or fundraising efforts as part of your task description, committee or board responsibilities, any media work, advocacy or fundraising efforts are outside your duties and responsibilities.

## 3. CONFLICT OF INTEREST

You must act in the best interest of NROCRC. You must perform your duties and arrange your personal and private affairs to conserve and enhance the public confidence and trust in the integrity, objectivity and impartiality of NROCRC.

***Procedure:***

- 3.1 Volunteers must arrange their personal and private affairs in such a manner to prevent real or potential conflicts of interest from arising.
- 3.2 You must not take advantage of, or benefit from, information that is not available to the public obtained in the course of your duties and responsibilities.
- 3.3 You must not solicit or accept any money for your volunteer services.
- 3.4 You must disclose any possible conflict of interest to the Manager of Volunteers and your Staff Resource Person who will discuss the matter with the Executive Director to work out a solution.

## **4. CONFIDENTIALITY**

All NROCRC information concerning clients, staff, volunteers, and agency business is confidential, including verbal information, data kept on clients' files and clients' computerized records.

Such information may be medical, social, physiological and developmental or any other pertinent data, necessary or desirable for providing client care.

You must treat as confidential all personal information obtained or available because of your involvement with NROCRC or with any program NROCRC, and you must abide by all privacy and Confidentiality Policies and Procedures of NROCRC.

Failure to maintain confidentiality may result in the termination of the your relationship with the Centre or other corrective action.

***Procedure:***

- 4.1 To participate in NROCRC programs and services, you must sign a pledge of confidentiality before beginning your placement. Compliance with this is a condition of their participation in programs and services of NROCRC.
- 4.2 Information may be shared on an "as needed basis" for purposes of consultation between NROCRC staff and volunteers.
- 4.3 You must consult with your staff resource person before seeking consent to release information to an external agency.

## 5. CONFIDENTIALITY OF VOLUNTEER RECORDS

All written or computerized information about NROCRC volunteers is confidential.

### ***Procedure:***

- 5.1 Your file is confidential.
- 5.2 Your records and evaluation is kept in the Manager of Volunteer office under lock and key.
- 5.3 Requests for information about you must go through the Manager of Volunteers.

## 6. VOLUNTEER HOURS AND SHIFTS

The hours completed by volunteers vary depending on the position. Each position description identifies the approximate number of weekly hours needed to complete the assignment, as well as specific days or periods involved, if any.

### ***Procedure:***

- 6.1 You and your Staff Resource Person will negotiate the actual schedule of work for specific assignments during the orientation process.
- 6.2 You should raise any concerns or ongoing problems related to hours or shifts should be raised with your Staff Resource Person and/or the Manager of Volunteers.

## 7. VOLUNTEER ATTENDANCE/LEAVE

You are expected to be reliable in the performance of your duties. Your attendance is expected to be dependable and punctual.

7.1 Attendance Policy	7.2 Attendance Records Policy	7.3 Leave of Absence Policy
<p>7.1.1 If you are going to be late, or unable to complete a shift, you should telephone the staff resource person.</p> <p>7.1.2 If you consistently do not complete the hours or shifts you have committed to, without reasonable explanations or notice to the Staff Resource Person, you may be subject to progressive discipline.</p> <p>7.1.3 If you are absent for two weeks without explanation or notice, the Manager of Volunteers will contact you to determine the reasons for your absence.</p>	<p>7.2.1 In order to accurately track the contribution of volunteers, you must keep track of you hours by using the Volunteer Hours Reporting Form. You will submit this form monthly to your staff resource person to sign off.</p>	<p>7.3.1 You may request a one-year leave of absence from your current volunteer placement. You must communicate your request to have a one-year leave of absence in writing to the Manager of Volunteers. If you wish to return and one year or more has gone by since your last volunteer assignment, you will need to reapply as a volunteer.</p>

## 8. RESIGNATION

To resign from position with a NROCRC program, you should give reasonable advance notice to your staff Resource Person.

### Procedure:

8.1 Without an explanation of your lack of attendance, you will be considered to have resigned from the program.

8.2 You will be invited to attend an exit interview with the Manager of Volunteers.

## 9. REFERENCES/WRITTEN LETTER OF ACKNOWLEDGMENT

NROCRC provides you with a letter or verbal acknowledgment to support you in other volunteer, educational and vocational opportunities.

9.1 Written Letter of Acknowledgement	9.2 Verbal Acknowledgment
9.1.1 The Manager of Volunteers will issue a letter of acknowledgment confirming your hours, activities and describing your position in consultation with the staff resource person if you	9.2.1 The Manager of Volunteers or Staff Resource Person can give a verbal confirmation of your hours, activities and description of your position. The Staff Resource Person must check with the Manager of Volunteers to ensure you meet the criteria for receiving a verbal acknowledgment. To receive a Verbal Acknowledgment, you must
9.1.2 Have completed three months of service	9.2.2 Have completed three months of service
9.1.3 Meet the requirement of your position	9.2.3 Meet the requirement of your position
9.1.4 Provide a minimum of five working days notice when requesting a letter of acknowledgment	9.2.4 Provide a minimum of five working days notice when requesting a verbal acknowledgement

## 10. VOLUNTEER EXPENSE REIMBURSEMENT

You may be eligible for reimbursement of pre-approved transportation, parking costs and fees for workshops, etc. incurred while performing your duties for NROCRC.

### **Procedure:**

10.1 You must provide appropriate receipt to be eligible for reimbursement.

10.2 You must submit the appropriate receipt to your Staff Resource Person for reimbursement.

## 11. USE OF PERSONAL VEHICLES

If you are a volunteer and use your own vehicle on behalf of NROCRC, you must have a current and valid driver's license.

## 12. VOLUNTEER AUTOMOBILE INSURANCE

If you own your own vehicle for NROCRC related activities you must have personal car insurance with a minimum of \$1,000,000.00 Public Liability and Property Damage coverage.

If you are involved in an accident while driving your own vehicle in the course of doing work for NROCRC, the individual's automobile insurance would be the first to be called upon, both for third party liability and for any injury to the volunteer who is driving. If you are at fault for the accident, your insurance rates could be affected.

If another volunteer was a passenger in the car and was injured, the automobile insurance of the passenger would be engaged to cover his or her injuries, although the passenger's auto insurance rates would not be affected in this situation. If the passenger doesn't have auto insurance, the driver's auto insurance would be engaged to cover the passenger's injury.

If you are driving and involved in a traffic violation or accident while using your personal vehicle for NROCRC related activities, NROCRC will not be responsible for any damages, fines or deductibles because of the incident.

### ***Procedure:***

12.1 You must notify your insurance agent that you are using your vehicle to perform volunteer duties for NROCRC.

## 13. VOLUNTEER INSURANCE AND LIABILITY

Nepean Rideau and Osgoode Community Resource Centre maintains sufficient liability insurance coverage to protect volunteers while you are performing volunteer work for the organization at the Centre or community-based program locations. Work that is performed in the community is covered by each location's liability insurance plan.

Volunteers working in a NROCRC program not located at the Centre or at a community-based location are not covered by the Centre's liability insurance plan. In this case, liability coverage for the volunteer is dependent on your work site.

## 14. PERSONAL APPEARANCE

As representatives of NROCRC, you are expected to exhibit a neat well-groomed appearance and wear clothing appropriate for the location and task. Variations of this guideline may be acceptable for certain activities in keeping with the needs of a Program.

### **Procedure:**

14.1 You can negotiate this policy with your Staff Resource Person. Your Staff Resource Person is responsible for discussing any concern with you regarding inappropriate appearance.

## 15. SUBSTANCE USE

When performing volunteer work for NROCRC, volunteers are prohibited from

- *Being under the influence of, using possessing, selling or otherwise involved with illegal drugs*
- *Being under the influence of alcohol*
- *Abusive use of controlled substances*

### **Procedure:**

If NROCRC staff suspects substance use by a volunteer, they are required to bring the concern to the immediate attention of the Manager of Volunteers. Any violation of this policy will be deal with by:

15.1 Volunteers will be made aware of policy during the orientation process.

15.2 Staff Resource Person/ Manager of Volunteers will give the volunteer a verbal reprimand.

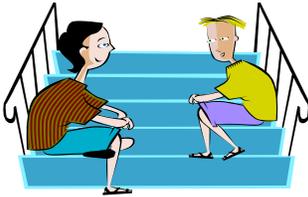
15.3 A note will be placed on the volunteer's file.

15.4 If the action continues, the Manager of Volunteers will terminate volunteer involvement, in consultation with the Executive Director.

## 16. CONFLICT RESOLUTION

NROCRC strongly promotes an environment where conflict is resolved with mutually satisfying outcomes. Every effort should be made to resolve issues as soon as they arise. Every effort must be made to find an equitable solution and subsequent steps should only be taken when the previous steps fails.

Retaliation against any person making an attempt to resolve a conflict under this policy is expressly prohibited. Actions, including disciplinary, will be taken against any person engaging in any form of retaliation.



### Steps to follow when resolving Internal Conflicts

#### 16.1 Step 1

16.1.1 Go directly to the person you are having the conflict/issue with.

16.1.2 Find a private space and outline exactly what the issue is and how it can be resolved.

16.1.3 Speak in a respectful manner using “I” statement language versus “You” statement.

Manage the conflict:

- Define the Problem—What is the issue?
- Analyze the Problem—What are the causes?
- Determine the Goal—What do you want?
- Brainstorm Solutions—Brainstorm a number of options rather than debating 1 or 2 strategies
- Select the Best Solution—Agree upon the best solution for both parties
- Try It
- Evaluates—Periodically revisit your solution and see if it is appropriate

#### 16.2 Step 2

16.2.1 If you cannot resolve the issue with the person, tell them that in your opinion the issue has not been resolved and you are requesting a meeting with the Volunteer Manager.

*The Manager of Volunteers will review the situation and arrange a meeting with you and the Staff Resource Person to mediate a resolution.*

### 16.3 Step 3

16.3.1 If there is no resolution, the Manager of Volunteers will meet with you and recommend a different placement for you.

## 17. HARASSMENT

Sexual, psychological, physical or mental harassment by any volunteer towards an employee, another volunteer or a client of NROCRC is prohibited conduct and affects the volunteer placement relationship. The scope of conduct includes any harassment that may be related to any of the discriminatory grounds contained in the Ontario Human Rights Code. Such behavior may be verbal, physical, deliberate, unsolicited or unwelcome. It may be one incident or a series of incidents. While the following is not an exhaustive list, harassment may include:

- *Unwelcome remarks, jokes, innuendos or taunting about a person's gender, body, sexual orientation, attire, age, marital status, ethnic or national origin, religion*
- *Repeated offensive sexual flirtations, advances or propositions and derogatory or degrading remarks directed towards members of one sex or one sexual preference group*
- *Displaying pornographic, racist or other offensive/derogatory pictures*
- *Practical jokes that may cause awkwardness and/or embarrassment*
- *Unwelcome invitations or requests, whether indirect or explicit, or intimidation*
- *Leering or other gestures in a manner that may cause a person feeling uncomfortable*
- *Condescension or paternalism that undermines self-respect*
- *Physical assault*
- *Unnecessary physical contact such as touching, patting, pinching or punching*
- *Discrimination on the grounds of family status, sexual orientation, race, disability, record of offenses and receipt of public assistance*

### **Procedure:**

17.1 Harassment by volunteers to staff, clients and other volunteers is considered improper conduct and will be dealt with immediately by the Staff Resource Person, the Manager of Volunteers and the Executive Director.

17.2 Allegations of harassment must be directed to the Manager of Volunteers or Executive Director. After discussion, the information is passed onto the Executive Director to be reported in writing to the President of the Board of Directors. Counseling a volunteer with respect to work performance does not constitute harassment.

- 17.3 Volunteers being accused of allegations of harassment by an employee, volunteer or client may be dismissed immediately.
- 17.4 The volunteer will be told the nature of the allegations against her/him and will be given an opportunity to respond to the allegations. The name(s) of the victim(s) will be released to the parties concerned and a written report will be provided. Both the victim and the accused will be interviewed.
- 17.5 Should the investigation conclude that the volunteer is guilty of harassment, the consequences will be determined by the severity and frequency of the misconduct.
- 17.6 Depending on the severity of the offense, the penalty could include a reprimand, a request for a written apology to the victim(s), a suspension or a dismissal.
- 17.7 While carrying out their duties at NROCRC, a volunteer may be subjected to harassment by clients, board members, employees, volunteers, community members or other professionals. Such incidents are not acceptable and should be reported to the Manager of Volunteers or the Executive Director. The Manager of Volunteers or Executive Director will follow up with the parties involved.
- 17.8 In determining the boundary between harassment and mere bad taste, several factors must be taken into consideration. These include frequency, severity and knowledge of the victim's reaction. However, a single incident could be deplorable enough to require an investigation.
- 17.9 Complaints of harassment are a serious matter and should be recorded only when there is no doubt in the victim's mind that harassment has taken place. If a victim is in doubt whether harassment has taken place, the volunteer should discuss their doubts with the Executive Director.

## 18. VOLUNTEER DISCIPLINARY ACTION AND DISMISSAL

Volunteers who do not adhere to the mission, philosophy, policies and procedure of NROCR or who fail to satisfactorily perform his/her volunteer assignment is subject to disciplinary action and dismissal. The primary objective of a disciplinary action is to encourage a volunteer to correct unacceptable behaviour and conduct.

The Staff Resource Person will consult with the Manager of Volunteers before initiating the step of disciplinary action.

### 18.1 Step 1: Verbal Reprimand

18.1.1 The Manager of Volunteers and/or Staff Resource Person has the authority to issue a verbal reprimand in private to the volunteer.

18.1.2 The Staff Resource Person will record the details of the reprimand; description of unacceptable and acceptable behaviour, a time frame for corrective actions and review to take place.

18.1.3 The record will be shown to the volunteer before it is sent to her/his file.

### 18.2 Step 2: Letter of Reprimand

18.2.1 If the misconduct persists, the Manager of Volunteers in consultation with the Staff Resource Person will issue a letter of reprimand to the volunteer.

18.2.2 The letter will be given to the volunteer to read and to sign off.

18.2.3 A copy of the letter will be placed in their file.

18.2.4 The Manager of Volunteers will inform the Executive Director that a letter of reprimand has been issued to a volunteer.

The letter must contain the following information:

- Date(s) of verbal reprimand
- Nature of reprimand
- Description of the unacceptable behaviour
- Description of acceptable behaviour
- Consequence of repetition
- Time frame for corrective action and review to take place

### **18.3 Step 3: Suspension**

18.3.1 At this point, the disciplinary process depending on the offense, a suspension may be the next step.

18.3.2 The Manager of Volunteers will inform the Executive Director of the suspension in writing.

### **18.4 Step 4: Dismissal**

Dismissal is the ultimate sanction for misconduct and should only be considered when all other disciplinary measures have failed or are considered inadequate.

18.4.1 The Manager of Volunteers will consult with the Executive Director when a volunteer is being dismissed.

18.4.2 Depending on the severity of the offense, the agency may initiate discipline at any of the above steps. The Executive Director decides on the severity of the offense in consultation with the Manager of Volunteers.

## **19. VOLUNTEER GRIEVANCES**

Nepean, Rideau and Osgoode Community Resource Centre promotes a working environment that is characterized by open and direct communication. NROCRC recognizes and supports the rights of all volunteers to have access to an orderly, just and efficient procedure for settling of grievances.

A grievance is understood as a formal complaint by a volunteer regarding:

- *Interpretation or administration of a policy or procedure;*
- *Behaviors of another volunteer or staff member of the organization that is perceived to be unjust, discriminatory or improper.*

It is important to distinguish between the informal communication patterns that should be used in addressing the workplace conflicts and the formal staff grievance procedure. Healthy volunteer environments promote open and direct communication amongst fellow volunteers or staff members in which:

- *The volunteer raising the issue provides the other party with clear and effective feedback on the decision, approach or behavior that is the substance of the complaint; and*
- *If agreement is reached, the party is provided with an opportunity to modify the decision, approach or behavior.*

The formal volunteer grievance procedure should normally be used only after this approach has proven unsuccessful or inappropriate in the particular circumstances. The conduct of the volunteer/staff grievance procedure must ensure that:

- *The rights to just treatment for both the volunteer raising the complaint and the party that is the subject of the complaint are respected; and*
- *If at any stage, the volunteer submitting the grievance attempts to deal with or decline to become involved other than to encourage that it be dealt with through the approved procedure;*
- *No volunteer will suffer negative repercussions with respect to their volunteer role should they file a grievance;*
- *The grievance procedures are confidential; and*
- *The grievance procedure observes any relevant legal and regulatory requirements.*

An earnest effort shall be made to settle grievances fairly and promptly in the following manner:

#### **19.1 Step 1**

19.1.1 The aggrieved volunteer will submit the grievance in writing to the Manager of Volunteers to whom they report.

19.1.2 If the grievance is against this individual, the aggrieved volunteer will submit it to the next most senior manager.

19.1.3 The Manager of Volunteers will provide the party that is subject to the grievance with a copy of the grievance as soon as it is received.

#### **19.2 Step 2**

19.2.1 The Manager of Volunteers will first advise the Executive Director of the grievance. All attempts will be made by the Volunteer Manager and the Executive Director to facilitate a resolution.

19.2.2 In latter case, the Manager of Volunteers will interview each party and convene a joint meeting to resolve the dispute. Both parties involved in the grievance have the right to be accompanied by another volunteer/staff to any interview or meeting.

### **9.3 Step 3**

- 19.3.1 If the grievance involved either the Manager of Volunteers and/or the Executive Director they will not participate in the process as a member of the decision making team. Another staff manager will then be appointed.
- 19.3.2 The Manager of Volunteers and the Executive Director may invite any other volunteers or members of staff, or outside consultants (e.g. human rights specialist), to provide information in the interest of settling the dispute.
- 19.3.3 The Manager of Volunteers and Executive Director will render a decision within five working days of meeting with the parties involved. The period of decision-making may extend by mutual agreement of all parties.