

**THE CORPORATION OF THE MUNICIPALITY OF HASTINGS HIGHLANDS**

**BYLAW 2020-017**

**BEING A BYLAW TO ADOPT A POLICY WITH RESPECT TO  
MUNICIPAL VOLUNTEERS**

---

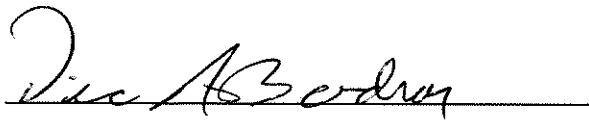
**WHEREAS** the *Municipal Act* 2001, c. 25 S.O. 2001, as amended allows a Municipality to pass bylaws respecting matters in its jurisdiction;

**AND WHEREAS** the Council of the Municipality of Hastings Highlands deems it necessary and advisable to establish and adopt a policy with respect to Volunteers;

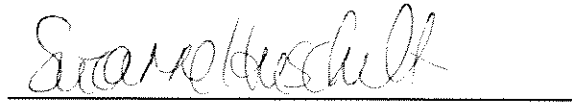
**NOW THEREFORE THAT THE COUNCIL OF THE CORPORATION OF THE MUNICIPALITY OF HASTINGS HIGHLANDS DOES ENACT AS FOLLOWS:**

1. **THAT** the Volunteer Policy attached hereto as Schedule 'A' forms part of this bylaw is hereby adopted;
2. **THAT** the Mayor and Municipal Clerk be and are hereby authorized to sign this Bylaw and affix the corporate seal thereto;
3. **THAT** this bylaw shall take effect on the date of its passing;
4. **THAT** all former bylaws, pertaining to this matter are hereby rescinded.

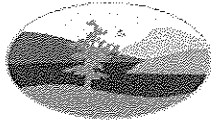
**ENACTED** and **PASSED** in Council this 22<sup>nd</sup> day of January 2020.



Vic A Bodnar, Mayor



Suzanne Huschilt, Municipal Clerk



# Hastings Highlands

*Beautiful By Nature*

Schedule "A" to Bylaw 2020-017

Municipality of Hastings Highlands- Corporate Policies and Procedures			
DEPARTMENT: Administration			POLICY #:
PROCEDURE: Volunteer Policy			
DATE: Jan.22/2020	REV. DATE:	COVERAGE: Volunteers	PAGE #: 15

**Purpose:**

The Municipality of Hastings Highlands uses volunteers which serve to complement and enhance the work of paid staff, and is intended to provide strong, sustainable programs and activities that bring people of all ages and interests together, and provides an atmosphere of inclusion, participation and interaction for both volunteers and program participants.

**Policy Statement:**

The Municipality of Hastings Highlands relies on volunteers to further the mission of the organization. The municipality recognizes and appreciates the value of its volunteers, and will utilize their skills and input to further the municipality's goal of creating a viable, and inclusive sustainable community.

**Hastings Highlands Mission Statement:**

To provide a community that is Beautiful by Nature for all residents and visitors to thrive, prosper and enjoy life.

Volunteers have a right to:

- Work that is meaningful and satisfying to them
- Proper orientation and/or training to enable them to complete their tasks

- The opportunity to be heard, to make suggestions and to be respected
- The opportunity to decline a suggested placement
- Recognition for work done as a volunteer
- Fulfill their tasks in a safe environment

Volunteers are expected to:

- Work as a team member with staff and other volunteers
- Be willing to learn and develop skills
- Be reliable in the performance of their duties, and perform their duties in a safe manner that meets the health and safety requirements of the municipality and other legislative authorities
- Conduct themselves with dignity and courtesy
- Respect the confidentiality of information
- Not represent themselves as municipal employees, but as volunteers for the Municipality of Hastings Highlands
- Be respectful of council
- Be respectful of staff, other volunteers and program participants
- \* Ensure their position as a volunteer will not be used for business/personal benefit or gain.

**Definition of Volunteer: Policy Statement**

A volunteer is an individual or member of a group who freely and willingly contributes time, energy and support performing a defined task on behalf of an organization, without compensation or expectation of compensation other than for approved expenses incurred through volunteer activity. A volunteer must be officially accepted and enrolled by the Municipality prior to performance of any task. The services of volunteers and staff complement each other and one should not replace the valued work of the other. Volunteers assigned to direct programs or working with committees or organizations affiliated with and approved by the Municipality of Hastings Highlands are covered by the Municipality of Hastings Highlands against general liability claims made by another person as a result of their volunteer work for the municipality.

Limited Exclusions: Although it is recognized that volunteer firefighters and employees of the Municipality of Hastings Highlands may perform duties on a volunteer basis from time to time, for the purposes of this policy, the definition of volunteer in this policy does

not include volunteer Firefighters and employees for the Municipality of Hastings Highlands, with the exception of the reference to provision of liability insurance when they are performing volunteer duties on behalf of the municipality on a volunteer basis.

The municipality also recognizes that in extraordinary/unusual circumstances the services of an unregistered volunteer(s) may be offered by a supervisor/employee on an “as needed” or one-time basis. This is acceptable on a case-by-case basis and the decision as to whether the offer of assistance is accepted will be the responsibility of the registered volunteer who is in charge of the activity. Their decision as to whether or not to allow the volunteer to participate shall be based on the level of risk to the volunteer as well as the level of risk to the participants of the program.

### **Community Volunteers: Policy Statement**

Community volunteers are those volunteers that are affiliated with organizations or groups that are independent from the Municipality, but perform volunteer activities on municipal property. The Municipality has no direction or control over these volunteers, and the organization or group must have their own insurance coverage for their volunteers as prescribed by the Municipal Commercial General Liability policy requirement. To ensure due diligence on the part of the Municipality, an officer of the organization/group with the authority to do so, will be required to sign a statement that the community volunteers who will be performing volunteer activities on behalf of their group/organization, have participated in the volunteer screening process that has been established by that group/organization for that purpose.

### **Volunteer Screening: Policy Statement**

Screening is an ongoing process designed to protect both participants and volunteers, and will include the following elements:

- 1 – Determining the Risk
- 2 - Registration Form. Please note that applicants for a volunteer position who are under the age of 16 will require the signature of a parent or guardian.
- 3 - Assessment process – based on level of risk
- 4 – Reference Checks - if applicable to position
- 5 – Police Record Check/Vulnerable Sector Check – if applicable to position \*\*
- 6 – Participant follow-up/ongoing monitoring
- 7 – Position design & description

8 – Recruitment process

9 – Orientation and training

10- Supervision/feedback

\*\*If a police record check/vulnerable sector check is required, the applicant may provide an existing successful police record check/vulnerable sector check that has been completed within the past twelve months, and is valid for the position for which the applicant will be volunteering. If the police record check/vulnerable sector check is accepted by the Municipality, the applicant will not be required to obtain another one unless their circumstances relating to their ability to work as a volunteer, changes. It is the responsibility of the volunteer to ensure that the municipality is informed of any such change. Volunteer files will be reviewed on an ongoing basis to determine if the level of screening that has been followed is still valid for the position that the volunteer holds.

### **Registration Process: Policy Statement**

Volunteers will be selected using a predetermined process, which will consist of any or all of the following, with the exception of the exclusions outlined in the Exclusions Section of this Policy:

- Registration Form
- Assessment Process
- Reference Checks
- Consent for Police Record Check/Vulnerable Sector Check

### **Reduction of Liability: Policy Statement**

- The Municipality will require a signed waiver from the volunteer, including those outlined in the Exclusions Section of this Policy.
- Vehicles, equipment, and/or tools that are not owned or leased by the Municipality are not covered under the municipal insurance policy, and no compensation will be paid for loss or damages to same.

### **Human Rights Code: Policy Statement**

The Municipality of Hastings Highlands will adhere to the *Ontario Human Rights Code*, as amended, in regard to our work with volunteers.

### **Supervision of Volunteers: Policy Statement**

Volunteers will have an identified supervisor who will be responsible for consultation, feedback, support and direction. A volunteer's file may contain:

- Volunteer Registration Form
- Consent form to obtain Reference Checks, and Police Record Check/Vulnerable Sector Check
- Position description
- Training and orientation documentation
- Feedback forms
- Other pertinent information which is deemed necessary to the volunteer position; e.g. copy of specific skills-related certificate

#### **Volunteer Discipline and Dismissal: Policy Statement**

By using tools such as the position description and the feedback process, the Municipality of Hastings Highlands will endeavour to ensure that volunteers are fully aware of the duties inherent to their work as a volunteer. The volunteer will receive proper training and orientation to assist them in this task, however, it is recognized that issues may arise from time to time that require disciplinary action on the part of the Municipality.

The following progressive disciplinary actions will be taken in these instances:

A) Verbal Warning by Supervisor

B) Written Warning by Supervisor, copied to Department Head, with the option of the volunteer addressing the issue with the Department Head (if applicable).

C) Written warning from Department Head. The written warning will contain a statement advising that the volunteer has the option of addressing the issue with the CAO.

D) Dismissal – CAO.

#### **Immediate Dismissal: Policy Statement**

The Municipality of Hastings Highlands recognizes the need for immediate action in certain circumstances, where continuing involvement of the volunteer in an activity would put the volunteer, the Municipality or the participants at risk. The following will result in the immediate dismissal of the volunteer:

- A. Physically assaulting a client, family member, staff, another volunteer or Council Member.

- B. Being under the influence, possession or use of alcohol or drugs while working as a volunteer for the Municipality.
- C. Stealing money or goods from the Municipality or another volunteer or participant.
- D. Misrepresenting qualifications or credentials relating to volunteer position.
- E. Use of goods, materials or property owned by Hastings Highlands for personal /business gain/reward or compensation. Giving a total or partial exemption from any levy, charge or fee <sup>1</sup>.

### **Health & Safety: Policy Statement**

The Municipality of Hastings Highlands will ensure that orientation and training that is provided to the volunteer is sufficient to equip them to perform the duties inherent to the volunteer position to which they are assigned. If a volunteer becomes unable to perform the duties required by their volunteer position due to medical, health or other reasons, they are required to notify the Municipality in writing as soon as possible, as there may be other volunteer positions available in the Municipality that are better suited to the duties that the volunteer is able to perform.

### **Risk Assessment/Risk Management: Policy Statement**

The level of risk associated with activities will be assigned a risk factor rating based on the following factors:

- the participant – elderly, young children, people with special needs
- the setting/environment – where is the activity taking place and what is the level of risk
- the nature of the activity
- the level of supervision – direct, indirect, offsite supervision
- the nature of the relationship between the volunteer and the participant

If it is determined that the risk of providing an activity is too great and the consequences too serious, the Municipality has the option to eliminate the activity entirely, modify the activity so as to reduce the risk or mitigate the risk to the Municipality by having a third party assume part or all of the liability for a specific activity. Positions will be grouped according to their level of risk.

- low risk: minimal or no contact with children, the elderly or those with special needs
- medium risk: personnel who work with children, the elderly or those with special needs, but are never alone with them

---

<sup>1</sup> Municipal Act, 2001 S.O. 2001 , c25, 106(2)(d)

- high risk: personnel who have the opportunity to be alone with children, those with special needs or the elderly; personnel who are in a position to exert influence over participants in the program; personnel who are in a position of financial responsibility

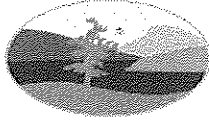
Screening standards are based on the risk factor (i.e. for low risk positions everyone should complete a Registration Form and periodically meet with their supervisor; for high risk positions, all of the screening steps should be followed).

To reduce risk in specific positions, the following safeguards will be implemented:

- in medium to high risk activities, volunteers will work in pairs
- where possible, an experienced person will work with a new volunteer

Students fulfilling their requirements for community hours, or others assigned community service hours, are required to work under the direct supervision of a volunteer supervisor or Municipality staff person.





*Hastings Highlands*

*Beautiful By Nature*

**Municipality of Hastings Highlands**

**Volunteer Registration Form (Appendix A)**

Name: \_\_\_\_\_

Home Address: \_\_\_\_\_

Telephone No.: \_\_\_\_\_ Email: \_\_\_\_\_

Alternate No.: \_\_\_\_\_

Emergency  
Contact: \_\_\_\_\_

Emergency Contact Information:

Name: \_\_\_\_\_ Relationship \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Work: \_\_\_\_\_

What skills do you have that would be beneficial to a volunteer position?

1. What type of volunteer position are you looking for? What age group? What setting? Do you tend to like to work alone or with others?



# Hastings Highlands

Beautiful By Nature

2. Do you have any limitations to the type of volunteer activity that you could be involved in? Yes\_\_\_ No\_\_\_

If yes, please explain in general terms:

**References:** Name and Phone Number (Non-Relatives Only):

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_

**By signing below, I understand and agree that:**

- **I will not be paid for my volunteer work.**
- **I must adhere to Municipal policies, guidelines and procedures, as well as the laws of Ontario and Canada in regard to my volunteer work.**
- **While working as a volunteer performing duties assigned by the municipality, I will be considered an insured under the Municipality's Liability policy protecting against claims of third party injury or property damage.**
- **I will not be covered under the Municipality's health benefits program.**
- **I will not be covered under the Municipality's WSIB coverage.**

- A representative of the Municipality of Hastings Highlands may contact the references that I have named above.
- I am over\_\_\_\_under\_\_\_\_the age of 16 and will provide services to the Municipality of Hastings Highlands on a volunteer basis.
- I will provide a current Police Record Check/Vulnerable Sector Check (Current within the past 12 months). **\*\* (Requirement for Police Record Check/Vulnerable Sector Check Applies to volunteers 18 years and over).**

\_\_\_\_\_  
**Signature of Volunteer**

\_\_\_\_\_  
**Date**

**To be signed by parent/guardian if volunteer is under the age of 16.**

\_\_\_\_\_  
**Signature of Parent/Guardian**

\_\_\_\_\_  
**Date**



# Hastings Highlands

Beautiful By Nature

## Appendix B

### VOLUNTEER WAIVER:

I agree to release and discharge the Municipality of Hastings Highlands from and against all claims and proceedings in respect of any damages or injury sustained by myself arising by reason of my provision of services as a volunteer for the Municipality of Hastings Highlands.

\_\_\_\_\_  
Signature of Volunteer  
To

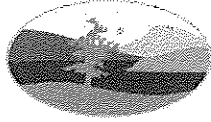
\_\_\_\_\_  
Date

**be signed by parent/guardian if volunteer is under the age of 16.**

\_\_\_\_\_  
Signature of Parent/Guardian

\_\_\_\_\_  
Date

**Personal information contained on this form is collected under the Authority of *the Municipal Act 2001*. This information is collected for the administration and management of the Municipality of Hastings Highlands Volunteer Program. Questions about the collection and use of this information should be directed to the CAO of the Municipality of Hastings Highlands at 33011 Highway 62N, Box 130 Maynooth, ON K0L 2S0. (613) 338-2811 ext 233.**



# Hastings Highlands

Beautiful By Nature

## Appendix C

### CONFIDENTIALITY STATEMENT

I acknowledge and understand that in the course of carrying out my duties, I may have access and may be dealing with records containing confidential information and/or personal information which reveals the identity of the person who is the subject of a record, or the identity of a person who has provided information about the subject of a record.

I hereby agreed to hold such information confidential, and except as may be legally required, will not disclose or release it to any person at any time without proper consent or authorization.

I further agree to take appropriate security measures to prevent unauthorized access to confidential information.

Dated at the Municipality of Hastings Highlands this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_  
**Signature of Volunteer**

\_\_\_\_\_  
**Witness**

**Personal information contained on this form is collected under the Authority of the *Municipal Act 2001*. This information is collected for the administration and management of the Municipality of Hastings Highlands Volunteer Program. Questions about the collection and use of this information should be directed to the CAO of the Municipality of Hastings Highlands at 33011 Highway 62N, Box 130, Maynooth, ON K0L 2S0. (613) 338-2811 ext 233.**



*Hastings Highlands*

*Beautiful By Nature*

**Appendix D**

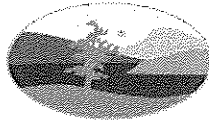
**Risk Management Form**

Job Position: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Evaluating This Position: \_\_\_\_\_

These questions should be asked for any new volunteer position to determine the level of the risk and screening:

1. What are the potential risks, i.e. to the volunteer, to the participant, to the Municipality?
  
2. How likely is it that the potential risks will occur? (not likely, possible, probably)
  
3. What would be the consequences of something happening?
  
4. Can we accomplish our purpose if we eliminate this activity?
  
5. How can we modify the risk?
  
6. Is there a way to transfer the risk?
  
7. Can we assume the risk?



# Hastings Highlands

Beautiful By Nature

## Appendix E

### Rating Risk

**Position:** \_\_\_\_\_

**Legend:**

**1-Least Risk**

**10-Most Risk**

Position	1	2	3	4	5	6	7	8	9	10	Risk
Participant											
Environment											
Activity											
Supervision											
Nature of Relationship											

**Participant:** elderly, young children, special needs?

**Setting/Environment:** where is the activity taking place and what is the level of risk?

**Nature of Activity:** handling money, selling tickets

**Level of Supervision:** supervision of activity lowers the risk

**Nature of Relationship:** position of trust (coaching)



*Hastings Highlands*

*Beautiful By Nature*

**Appendix F**

**INCIDENT REPORT FORM**

SEE BELOW



# Incident Report

Facility/Location: \_\_\_\_\_ Date of Incident: \_\_\_\_\_ Time of Incident: \_\_\_\_\_ am/pm  
month/day/year

Report Prepared By: \_\_\_\_\_ Title: \_\_\_\_\_ Signature: \_\_\_\_\_

Date Report Prepared: \_\_\_\_\_ Program Name: \_\_\_\_\_  
month/day/year

## Injured Party Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M / F

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ ext. \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Witness Information

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_ Age: \_\_\_\_\_ Sex: M / F

Address: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_ ext. \_\_\_\_\_

Cell Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## Description Of Incident

Provide a detailed and factual description of the incident which resulted in the injury. Do not include assumptions or your opinion on what may have happened. Only state the facts. Use more paper if required. Ensure you note below if additional information sheets have been attached, noting the date and time and injured party's name at the top of the sheet in case they become separated.

More paper attached.  Complete report below on this sheet only.  Continued on back.