



2 King St. E., P. O. Box 70, St.-Charles, ON P0M 2W0

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## VOLUNTEER POLICY

### Policy Record

Policy No.:	HR-005	Effective Date:	April 16, 2025
Replaces:	HR-004 (Volunteer Policy)	Last Review Date:	April 16, 2025
Approval:	Res. 2025-XXX	Next Review Date:	July 2027
Reference:	<a href="#"><u>Occupational Health and Safety Act, R.S.O. 1990, c. O.1</u></a>		

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## Policy Statement

The Corporation of the Municipality of St.-Charles (Municipality) recognizes the positive impact that volunteers have on making our community a caring and inclusive place to live and work. Volunteers assist in providing strong, sustainable programming and supplement the services provided by the Municipality, and further the Municipality's Mission Statement. The Municipality supports individuals who wish to achieve their goals and objectives through volunteer opportunities.

## Purpose

The purpose of this Policy is to outline the overall framework for the recruitment and management of volunteers involved in the delivery of municipal services, and / or special events.

This Policy is designed to:

- Encourage the adoption of volunteer management practices in accordance with and consideration for the References and Related Policies as found on pages 5 and 6.

- Conduct the recruitment, training, and management of volunteers in a manner that mitigates risk and enhances municipal program delivery.
- Ensure volunteers are effectively recruited, managed, and supported during their tenure with the Municipality, which includes accommodation of accessibility requirements.
- Provide guidance to paid employees for the facilitation of positive volunteer experiences.

## Application

This Policy applies to individuals acting in a volunteer capacity who assist the Municipality to deliver programs and services. This Policy also applies to employees of the Municipality who facilitate the volunteer programs.

## Definitions

***Criminal Record Check*** means a background search of criminal history by police. This is the most basic check and includes criminal convictions and findings of guilt under the *Youth Criminal Justice Act*.

***Screening*** means the process of volunteers applying to, interviewing with, and being selected by the Municipality. Recruitment, selection, interviewing, application, reference-checking, and candidate follow-ups may be included in this process.

***Supervisor*** means a person, either a municipal staff member or a volunteer, who oversees the management of volunteers and volunteer activities.

***Volunteer*** means an individual or member of a group who freely and willingly contributes time, energy, and support by performing a defined task directly on behalf of the Municipality without compensation, or expectation of compensation.

***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.

***Vulnerable Sector Check “VSC”*** means the police-screening and background check of individuals who intend to work or volunteer with, or in proximity to, vulnerable people. This is the most comprehensive check and is required for volunteers working with vulnerable populations, such as children, seniors, or individuals with disabilities. It includes information from the Criminal Record and Judicial Matters Check, as well as findings of not criminally responsible due to mental disorder and certain non-conviction information.

## Values and Standards

The Municipality recognizes volunteer involvement is vital to a just and democratic society, fostering civic responsibility, participation, and interaction. Volunteers strengthen communities and promote change and development by identifying and responding to community needs. By fostering volunteer programs, the Municipality's capacity to accomplish goals and level of service objectives is increased.

The Municipality commits to providing a safe and supportive environment for volunteers while volunteers make a commitment to the Municipality to act responsibly and with integrity, furthering the mission, vision, and values of the Municipality.

## Procedures

1. Municipal staff requesting volunteers will develop volunteer job descriptions outlining scope of work, required training and resources, for each volunteer position. Job Descriptions will be reviewed and updated as required.
2. The Municipality will actively solicit volunteer applications as needed. The Municipality will accept unsolicited applications with the caveat that unsolicited applications will be destroyed after six (6) months and the Municipality is under no obligation to review unsolicited applications received when considering volunteer recruitment.
3. The Municipality will provide notice of active volunteer opportunities through a combination of the following: posting on the Municipality's website, through the Municipality's social media platforms and posting notice at municipal facilities. If the originating department wishes to advertise in a local paper, advertisement costs must be funded through that department's budget.
4. Individuals who wish to volunteer with the Municipality are required to submit, at minimum, the Volunteer Application Form ("VAF" – see Appendix 1). Resumes and cover letters may accompany the VAF as available.
5. Volunteers must be a minimum of fourteen (14) years of age at the time their application is filed. Certain volunteer positions may require the individual to be at least sixteen (16) years of age (Special Events).
6. Upon receipt of a completed Volunteer Application Form (Appendix 1), the Municipality will review the applicant's qualifications and areas of interest.
7. If a supervisor identifies a volunteer need, the applicant(s) will be contacted for a meeting with staff to review their application and further discuss the volunteer opportunities available.

8. Following a successful in-person meeting, the Municipality will request that the applicant complete and submit a Criminal Record Check or VSC (as applicable). Managers who require Human Resources to conduct the reference checks must budget accordingly.
9. Volunteers are not covered under the Municipality's Workplace Safety and Insurance Board ("WSIB"). The Municipality does carry Volunteer Accident coverage which is in place while a volunteer is performing his or her duties for the Municipality.
10. Applicants who complete and submit a Criminal Record Check or VSC (as applicable) will not be accepted into the Municipality's volunteer program.
11. Applicants who complete and submit a Criminal Record Check or VSC (as applicable) but fail this screening may not be accepted into the Municipality's volunteer program.
12. Applicants who complete, submit and pass the Criminal Record Check or VSC (as applicable) and are deemed a suitable candidate will be accepted into the Municipality's volunteer program.
13. Municipal staff operating as supervisors of minor volunteers (under 18 years of age) will be required to complete a VSC.
14. Each volunteer will be required to sign an acknowledgement of the conditions of volunteer involvement with the Municipality. In the event the volunteer is under sixteen (16) years of age, the volunteer's Parent or Guardian will be required to sign the acknowledgement on behalf of the volunteer. Each volunteer will be provided with an appropriate Job Description, the volunteer's responsibilities will not reflect the full responsibilities of a municipal position.
15. Each volunteer will be required to sign a Volunteer Agreement and Release and Waiver of Liability and Indemnity and Volunteer Driver Pledge form (Appendix 2), and a Statement of Confidentiality (Appendix 3). In the event the volunteer is under sixteen (16) years of age, the volunteer's Parent or Guardian will be required to sign the Volunteer Agreement and the Statement of Confidentiality on behalf of the volunteer.
16. Corporate training will be conducted with new volunteers upon entry into the program, and with existing volunteers as required due to legislative or policy change. Training programs will be funded by the originating department. Corporate training will include, but is not limited to, the following:
  - a. Volunteer Orientation led by Human Resources which includes an overview of applicable Municipality policies and procedures, consolidated into a "Volunteer's Handbook."
  - b. Accessibility Training

- c. WHMIS and Workplace Occupational Health & Safety, as identified by the Human Resources & Health and Safety Coordinator
  - d. Worksite and job-specific training by Lead Hands / Service Area Managers (Worker “Supervisors”)
17. Volunteers shall complete “Time Sheets” to record the number of hours spent in volunteer programming. Time Sheets are to be submitted to appointed supervisors for retention.
  18. Volunteers will receive a level of supervision appropriate to the task and will be provided with regular opportunities to receive and give feedback.
  19. Vehicles and equipment not owned by the Municipality will not be covered under the municipal insurance policy and no compensation will be paid for loss or damage to same.
  20. Personal information collected by the Municipality with respect to volunteer involvement will only be used for administration and management of the volunteer program. A volunteer file will include, but may not be limited to, the following:
    - a. Application form
    - b. Interview notes
    - c. Conditions of involvement
    - d. Criminal Record Check or VSC (as applicable) results
    - e. Position description
    - f. Training and orientation documentation, including the Volunteer Code of Conduct Acknowledgement
    - g. Evaluation and feedback record
  21. When / if issues that contravene municipal policies arise from time-to-time that require disciplinary action, supervisors or appropriate municipal personnel will initiate reasonable discipline up to removal of a volunteer.
  22. In instances where continuing involvement of the volunteer in a program or service would put the volunteer and / or the Municipality or the public at risk, immediate dismissal of the volunteer is permitted.
  23. Volunteers will be recognized on a yearly basis during National Volunteer Week (annually in April).

## Exclusions

This Policy does not apply to volunteer firefighters, co-operative education students including high school co-op students, library volunteers or Committee of Council appointees.

During times of a declared emergency in accordance with the Municipality's Emergency Management Response Plan, this Volunteer Policy may be bypassed.

## References and Related Policies

- Accessibility Standards for Customer Service
- Alcohol Policy
- Complaint Policy
- Computer – Internet System Acceptable Use Policy
- Council – Staff Relation Policy
- Donation Policy
- Employee Confidentiality Statement Policy
- Employee Conflict of Interest Policy
- Information Technology Policy
- Smoke Free Grounds Policy
- Substance Abuse Policy
- Workplace Anti-Violence, Harassment and Sexual Harassment Policy
- Such further and other policies as required and / or necessary.
  - Volunteering in Ontario <https://www.ontario.ca/page/volunteering-ontario>
  - Occupational Health & Safety Act <https://www.ontario.ca/laws/statute/90o01>
  - Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11
  - Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990

## Consequences of Non-Compliance

Failure to adhere to this Policy will lead to disciplinary action up to and including termination of employment (in the case of Supervisors) or termination of volunteer privileges.

# Policy Review

Council will review this Policy once per term.

Dated at St.-Charles, Ontario, this 16<sup>th</sup> day of April 2025.

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Paul Branconnier  
Mayor

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Tammy Godden  
Clerk

# Municipality of St.-Charles

## Volunteer Application Form



Volunteer Opportunity: \_\_\_\_\_

### **Applicant Information**

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

Date of Birth mm/dd/yyyy: \_\_\_\_\_

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

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

### **Emergency and Medical Contacts**

#### **Emergency Contact**

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

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

Relationship to Applicant: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Secondary Telephone Number: \_\_\_\_\_

#### **Medical Contact**

Family Doctor or Nurse Practitioner: \_\_\_\_\_

Telephone Number: \_\_\_\_\_



## Interests, Employment and Volunteer Experience

Interests, Hobbies, Special Skills:

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Employment Experience:

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Volunteer Experience:

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Tell us why you would like to volunteer your time:

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The following types of volunteer opportunities interest me:

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### Availability (Please check all that are applicable)

I am available:

Mornings (Mon.-Fri.) ☐

Afternoons (Mon.-Fri.) ☐

Evenings (Mon.-Fri.) ☐

Weekends ☐

Once a Week ☐

More than Once/Week ☐

One Time Only ☐

As Needed ☐

Other:

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## References

Name and/or Organization	Relationship to you	Length of Relationship	Telephone Number	Email Address

Please read the following carefully before signing this application:

I understand that this is an application for and not a commitment or promise of volunteer opportunity.

I certify that I have and will provide information throughout the selection process, including on this application for a volunteer position and in interviews with Staff of the Municipality that is true, correct, and complete to the best of my knowledge.

I understand that information contained on my application will be verified by the Municipality.

I understand that misrepresentations or omissions may be cause for my immediate rejection as an applicant for a volunteer position with the Municipality or my termination as a volunteer.

I understand that I must complete a Criminal Record Check or VSC (as applicable) and reference check, and that the results must be submitted to the Municipality. These checks are completed by calling 1-833-909-0057 or by email at [opp.virtualdesk@tritoncanada.ca](mailto:opp.virtualdesk@tritoncanada.ca).

Date: \_\_\_\_\_

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

Signature: \_\_\_\_\_

The Municipality is an equal opportunity employer and organization that is committed to providing an inclusive and barrier-free environment for volunteers. If your application requires accommodation, please contact [clerk@stcharlesontario.ca](mailto:clerk@stcharlesontario.ca) 705-867-2032 Ext. 207.

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Activity	Never (0 hours/day)	Some (0-3 hours/day)	Often (3-6 hours/day)	Always (6+ hours/day)
Sitting				
Walking				
Standing				
Squatting				
Kneeling				
Reaching				
Push/Pull				
Grasp				
Twist				
Other				

*Personal Information contained on this form is collected pursuant to the Municipal Freedom of Information and Protection of Privacy Act and will be used for the purpose of responding to your request. Questions about this collection should be directed to the Clerk, Municipality of St.-Charles, 2 King Street East, P.O. Box 70, St.-Charles, Ontario P0M 2W0 705-867-2032.*

Appendix 2

**Municipality of St.-Charles**  
**Volunteer Agreement and Release, Waiver of Liability, and**  
**Indemnity Statement of Confidentiality**

I, understand that I will be volunteering for The Corporation of the Municipality of St.-Charles ("Municipality") and that while volunteering, I will be under the direct supervision of a municipal staff member. As a volunteer, I fully understand and agree as follows:

1. That I will not receive any remuneration, salary, wages, payment, or any employee benefits, or be covered by Workers' Safety and Insurance Benefits.
2. That except as authorized, I will not use the Municipality's facilities or equipment.
3. In consideration of being permitted to participate as a volunteer, I agree to assume all risk of loss or damage of any nature and kind, including death to myself or damage to my property while on any of the premises of the Municipality or elsewhere resulting directly or indirectly from my activities and performance as a volunteer.
4. That all material prepared by me in the performance of my volunteer placement or volunteer services, including copyright therein, shall become the sole property of the Municipality. I waive any moral rights I may have with respect to all material prepared pursuant to this Agreement in favour of the Municipality and any of its assignees and licenses.
5. I agree to indemnify and save harmless the Municipality from and against all loss, injury, costs or damages of any form, type howsoever caused or arising, including litigation expense, or legal fees that the Municipality may incur or be exposed to due to any claim made against the Municipality arising out of or carrying out the volunteer activities.

By signing this Agreement, I acknowledge that I have read, understood, and agreed to the above conditions, release, waiver, and indemnity, and that I have been provided the opportunity to obtain legal advice prior to signing this document.

Date: \_\_\_\_\_

Volunteer's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

To be signed by parent / guardian if volunteer is under the age of eighteen (18).

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

## Volunteer Driver Pledge Form

The Volunteer Driver Pledge must be signed by every volunteer who drives as part of their duty.

1. Must provide on a yearly basis, evidence of current status as a licensed driver, current auto insurance policy and vehicle registration.
2. Shall Comply with all the policies and procedures that have been provided.
3. Shall Comply with all laws and regulations concerning driving, including laws pertaining to the use of seat belts, child safety seats, cell phone use and speed limits.
4. Shall Notify supervisor of any traffic citations received while driving on personal time.
5. Attend driver training if requested.
6. Agree to complete an accident report, cooperate with the police, supervisor, organization's insurer, insurance adjuster and legal counsel, should an accident occur.

I pledge that if I drive my own vehicle on behalf of The Municipality of St.-Charles adequate insurance will always be in force; and I also understand that as a volunteer driver, the limits and coverage's provided by my personal automobile insurance are applicable to any accidents or incidents that involve my vehicle, including those that occur while I am serving as a volunteer driver for The Municipality of St.-Charles

Date: \_\_\_\_\_

Volunteer's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

To be signed by parent / guardian if volunteer is under the age of eighteen (18).

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

Appendix 3  
**Municipality of St.-Charles**  
**Statement of Confidentiality**

I understand that in the course of participating as a volunteer, I may be in receipt of confidential information including, but not limited to, client identities, materials, records, and memoranda. I agree that I shall not, at any time while I am providing volunteer services to the Municipality, or at any time after those services are completed, disclose, divulge, provide, or disseminate to anyone such confidential information, except as may be required by law or at the request of the Municipality. Furthermore, I agree that confidential information will not be used for any purpose other than its reasonable intended use in the normal performance of volunteer duties for The Corporation of the Municipality of St.-Charles.

Date: \_\_\_\_\_

Volunteer's Name: \_\_\_\_\_

Signature: \_\_\_\_\_

To be signed by parent / guardian if volunteer is under the age of eighteen (18).

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