



## **VILLAGE OF BURK'S FALLS**

### **Municipal Volunteer Policy**

#### **Policy Statement**

The Village of Burk's Falls (the "Village") recognizes and values the important contributions made by volunteers in enhancing municipal programs, services, and community initiatives. Volunteers are individuals who generously contribute their time, energy, and skills in the belief that their involvement benefits the community while providing meaningful and personally rewarding experiences, without monetary compensation or expectation of financial compensation.

The Village is committed to fostering a safe, inclusive, and supportive environment in which volunteers can engage in activities that promote community well-being. Through clear guidelines, effective communication, and mutual respect, the Village aims to ensure that volunteer involvement is productive, fulfilling, and aligned with municipal goals and standards.

#### **Purpose**

This policy establishes volunteer management policies and procedures that enhance program delivery while protecting community members, volunteers, and the Village from harm.

#### **Scope**

This policy applies to everyone who volunteers in any role for the Village of Burk's Falls, as well as all staff members who are responsible for recruiting, coordinating, supervising, or working alongside volunteers.

Volunteers contribute to a wide range of municipal functions, including recreational, cultural, environmental, social, and other community or civic programs.

Volunteers must not be assigned duties that would:

- Replace or displace the work of paid staff;
- Fill existing staff positions (including vacancies or leaves);
- Address regular workload demands or tasks that are normally performed by paid employees.

All volunteers who are carrying out approved tasks on behalf of the Village are covered under the Village of Burk's Falls General Liability Insurance Policy with respect to third party injury or damage claims arising from volunteer actions. This does not include personal injury to Volunteers or damage to property owned by volunteers. Volunteers are not municipal employees and therefore are not covered by WSIB. Volunteers will be required to sign a Volunteer Service Waiver releasing the Village from any liability with respect to personal injury or property damage.

A volunteer is covered by municipal insurance only during the times and dates they are scheduled and have reported for their volunteer assignment. Once their scheduled volunteer period/shift ends, they are no longer deemed to be volunteering and therefore no longer covered by municipal insurance.

**VOLUNTEERS ARE NOT PERMITTED TO DRIVE MUNICIPAL VEHICLES.**



## **Responsibility**

### **CAO- Clerk**

- Develops and updates volunteer-related policies, procedures, and guidelines.
- Communicates any changes to policies or procedures to municipal staff.
- Offers support, guidance, and expertise on the volunteer program to both employees and volunteers as needed.
- Ensures staff and volunteers can easily access all relevant policies, guidelines, and human resources information.
- Brings recommendations for volunteer placements to Council for consideration and approval.

### **Supervisors/Assigned Staff**

- Makes recommendations for volunteer placements to CAO-Clerk.
- Conduct a risk assessment to determine whether the volunteer is suitable for the role.
- Provide orientation and training, including health and safety instruction, and supply any tools or information needed for a successful placement.
- Ensure all required documentation (training records, waivers, Police Record Check with Vulnerable Sector Screening when applicable) is completed before the volunteer begins. Submits to HR.
- Confirm that the volunteer understands the scope and duties of their position.
- Offer direction, coaching, and ongoing support.
- Treat volunteers respectfully and in accordance with municipal policies such as the Code of Conduct, Respect in the Workplace, and Violence and Harassment policies.
- Recognize and acknowledge volunteer contributions whenever possible.
- Accommodate accessibility requirements.
- Keep accurate records of volunteer information, including hours completed (e.g., for student placements).

### **Volunteers**

- Follow all applicable municipal policies, procedures, regulations, and instructions provided by their supervisor or assigned staff.
- Be punctual and dependable and advise the supervisor or designate as early as possible if they cannot attend a scheduled shift.
- Participate in all required orientation and training sessions.
- Consult with their supervisor before undertaking any new tasks.
- Keep confidential any information accessed or shared while volunteering.
- Wear appropriate clothing and any required personal protective equipment suitable for safety and public-facing duties.
- Submit a Police Record Check (with Vulnerable Sector Screening) if applicable.
- Sign the Volunteer Contract and Waiver before beginning their placement.
- Complete all required application forms and paperwork beforehand.
- Report any injuries in accordance with municipal procedures.
- Represent the Village in a professional and positive manner.

## **Process**

### **Call for Volunteers/Recruitment**

When a volunteer opportunity becomes available, the Village of Burk's Falls will issue a public "Call for Volunteers." This may be advertised through municipal social media channels, the Village website, local radio, digital publications, or any other suitable method.



### **Application Form**

Individuals interested in volunteering may submit a Volunteer Application form, provided there is an active volunteer opportunity. Applications will not be accepted when no positions are available. Certain roles may require position-specific forms.

### **Interviewing**

Prospective volunteers will participate in an interview to learn more about the position and to assist the Village in assessing the individual's suitability, skills, and ability to perform the role. All interviews will be conducted in accordance with the Ontario Human Rights Code.

Depending on the level of risk associated with the role, multiple interviews may be required. Low-risk positions may involve a more informal interview process.

### **Determining the Risk**

Each volunteer role will be assessed to determine its inherent level of risk. The assigned risk level will dictate the screening measures required. The Risk Rating Matrix will be completed by the supervisor or designate.

### **Selection and Appointment**

Volunteers will be selected by committee or staff, with a recommendation made to Council for final approval.

### **Orientation and Training**

All volunteers must receive proper orientation before beginning independent duties. Orientation may be delivered by a supervisor, designate, or an experienced volunteer; however, the program supervisor is responsible for ensuring orientation is completed.

### **Record Keeping and Recording**

The Village will maintain records for each volunteer, which may include service dates, roles performed, evaluations, and other relevant documents. All records will be managed in accordance with the Village's Record Retention By-law.

### **Evaluation of the Volunteers and Follow Up**

Volunteers will receive feedback to support their success, growth, and development. Feedback may also help determine the overall effectiveness of the volunteer program. It may be provided by the supervisor or designate.

Check-ins may occur. Communication will occur to ensure a positive experience for volunteers, program participants, and the Village.

### **Compliance**

Failure to comply with this policy may result in corrective action, up to and including removal from the volunteer position, in accordance with the **Terms and Conditions**.



## VOLUNTEER POSITION DESCRIPTION

**TITLE:**

**PURPOSE OF THE POSITION:**

**TASKS OR FUNCTIONS:**

**DEPARTMENT:**

**TIME COMMITMENT:**

**SKILL REQUIREMENTS:**

**TRAINING OR SKILL DEVELOPMENT REQUIRED:**

**SUPERVISION:**

**WORKING CONDITIONS:**

**SCREENING REQUIRED:**

**EVALUATION AND FOLLOW-UP:**

**OTHER:**



## VOLUNTEER RISK MATRIX

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**Volunteer Name:**

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**Position:**

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### Legend

**1 – Least Risk      10 – Most Risk**

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### Risk Assessment Table

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

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### Category Descriptions:

**Participant** – Elderly, young children, youth

**Environment** – Where the activity takes place and the associated risk level

**Activity** – Nature of tasks (e.g., money handling, selling tickets)

**Supervision** – Level of oversight at the activity; increased supervision lowers risk

**Nature of the Relationship** – Whether the role involves a position of trust (e.g., coaching)

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### Additional Comments:

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## VOLUNTEER APPLICATION

Thank you for your interest. If you are selected for a volunteer position, a municipal employee or committee member will contact you to provide additional information.

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

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

**E-Mail:** \_\_\_\_\_

**Phone Home:** \_\_\_\_\_ **Phone Alt.:** \_\_\_\_\_

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### Emergency Contact Information

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

**Phone Home:** \_\_\_\_\_ **Phone Alt.:** \_\_\_\_\_

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### Availability

**When do you want to volunteer? (Please circle):**

Year-Round      Summers Only      Winters Only      Special Events      As Needed

**How often do you want to volunteer? (Please circle):**

Daily      Weekly      Monthly      Occasionally      Other: \_\_\_\_\_

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### Volunteer Experience

**Have you volunteered before? Yes** \_\_\_\_\_ **No** \_\_\_\_\_

**If yes, please indicate the organization, volunteer position, and # of months/years:**

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**Special Considerations- Voluntary (allergies or conditions that could be impacted by volunteer activities):**

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### Areas of Interest

**What position (programs, events, facilities) are you interested in?**



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**What special skills or training do you have that are an asset for this position?**

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**List any special skills or interests (e.g., music, language, sports, committee work):**

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**Acknowledgement of Volunteer Responsibilities:**

- I understand I may be required to undergo a screening process which could include an interview and reference check.
- I understand that mandatory training may be required before the start of my volunteer position.
- I understand that upon the acceptance of a volunteer position, I may be required to obtain a Police Vulnerable Sector Check (over 18) or a Police Check (under 18). Letter will be provided by the Village.
- I hereby certify that the information provided is correct, and any false statements made on this application will result in immediate termination of the volunteer position.
- I understand that the Corporation can refuse assistance of any individual to a volunteer or to end a current volunteer opportunity. The Corporation is not required to provide reasons or rationale for these actions.

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

**Signature:** \_\_\_\_\_  
(Applicant or Parent/Guardian)

*If the volunteer is under the age of 18, this waiver must be signed by a parent or guardian.*

Personal information contained in this form is collected in pursuant to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will be used for the purpose of responding to your Volunteer Application. Questions about the collection of this information should be directed to the CAO-Clerk



Village of Burk's Falls

## VOLUNTEER CONTRACT

**Name (Print):** \_\_\_\_\_

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

**Telephone Number(s):** \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

**Age:** \_\_\_\_\_

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

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### Volunteer Acknowledgement

The following is an acknowledgement by you, the Volunteer, and the Village of Burk's Falls:

<b>Acknowledgement</b>	<b>Initials</b>
I will follow the roles and responsibilities as outlined in my position description	____
I will volunteer for the minimum volunteer commitment as outlined in my position description	____
I will provide a criminal record check, if required	____
I will complete the mandatory training prior to engaging in volunteer activity	____
I will maintain a high commitment to my personal health and safety and that of fellow volunteers, staff, and patrons. I will immediately report any incidents, concerns, and/or accidents to my supervisor	____
I will behave in accordance with Village of Burk's Falls Rzone Policy	____
I will be respectful to staff, patrons, and fellow volunteers at all times	____
I will be reliable, prompt, and notify my supervisor if I am unable to complete my scheduled shift	____
I will be receptive to constructive feedback	____
I will not receive monetary compensation for my volunteer services or time	____
I will not be considered an employee of the Village of Burk's Falls and will not be covered by WSIB	____

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**Date:** \_\_\_\_\_ **Signature:** \_\_\_\_\_

(Applicant or Parent/Guardian)

*\*If the volunteer is under the age of 18, this waiver must be signed by a parent or guardian.*

Personal information contained in this form is collected in pursuant to the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and will be used for the purpose of responding to your Volunteer Application. Questions about the collection of this information should be directed to the CAO-Clerk

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**Municipal Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_



Village of Burk's Falls

**To Be Completed by Program/Event Administrator Required**

**Training for Volunteers**

Required Training	Required (Yes/No)	Document Sent to Volunteer
<b>Rzone Policy</b>		
<b>Council Code of Conduct</b>		
<b>Committee Terms of Reference</b>		
<b>Respect in the Workplace Policy</b>		
<b>Violence in the Workplace Policy</b>		
<b>Proceedings of Council</b>		
<b>Accessible Customer Service Policy</b>		
<b>Health &amp; Safety Policy</b>		
<b>Social Media Policy</b>		
<b>Emergency Medical Information</b>		
<b>WHMIS Training</b>		
<b>SITE SPECIFIC:</b>		
- First Aid: Location of Stations, names of First Aiders		
- Fire Safety & Evacuation Plans		
- Site Specific Hazards (contaminated sandbags, heat/cold exposure, compressed gases, trip/slip/fall hazards, MSD prevention, etc.)		
<b>Police Vulnerable Sector Check / Police Information Check</b>		

**Trainer Information**

Name (Print): \_\_\_\_\_

Date Training Completed: \_\_\_\_\_

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

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

# **VOLUNTEER SERVICE WAIVER RELEASE OF LIABILITY AGREEMENT WAIVER OF CLAIMS, AND ASSUMPTION OF RISK AND INDEMNITY AGREEMENT**

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**READ CAREFULLY; BY AGREEING TO THE TERMS OF THIS DOCUMENT YOU WILL WAIVE CERTAIN LEGAL RIGHTS, INCLUDING THE RIGHT TO SUE.**

**Name (Print):** \_\_\_\_\_

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

I acknowledge that I have read and understand the terms and conditions of the volunteer position. I agree to follow these terms and conditions and to work safely in accordance with any safety training and/or materials provided to me.

I understand that my role as a volunteer does not make me an employee, agent, or contractor of the Corporation of The Village of Burk's Falls ("Municipality"). I understand that the Municipality will not assume any responsibility for any personal injury or death to myself or damage to my property, including any material losses, damages, claims, liabilities, or suits whatsoever arising from my participation as a volunteer for the Village, nor am I covered by the Workplace Safety & Insurance Act, 1997, S.O. 1997, c. 16, Schedule A, as amended, should I become injured while participating as a volunteer.

I understand that volunteering involves inherent risks, including the possibility of injury, death, or damage to personal property. I acknowledge that I am choosing to participate of my own free will, without pay or compensation, and that I am responsible for exercising due care at all times. I understand that all activities I perform as a volunteer are undertaken at my own risk.

In consideration of being permitted to volunteer, I, on behalf of myself, my heirs, executors, administrators, successors, assigns, and anyone who may claim through me, hereby release, and agree to defend, indemnify, and hold harmless the Municipality, its elected officials, officers, employees, agents, and anyone acting on its behalf from any and all losses, liabilities, damages, injuries, claims, demands, actions, causes of action, costs, or expenses of any kind arising out of or related to my volunteer activities. This includes, but is not limited to, any claims related to personal injury, sickness, disease, death, or property damage, however so caused, whether foreseen or unforeseen and whether or not such claims arise from negligence, errors, omissions, or misconduct by the Municipality or its representatives, including breach of statutory or other duty of care, including any duty of care owed under the Occupier's Liability Act, R.S.O. 1990, c. O.2, and including failure on the part of the Municipality, its elected officials, officers, employees, agents and anyone acting on its behalf, to protect me from the risks, dangers and hazards of participating in the volunteer program.

I confirm that I have been advised of my right to seek independent legal advice before signing this Volunteer Service Waiver.

I confirm that I have read and understand this Waiver prior to signing it, and I am aware that by signing this Waiver I am waiving certain legal rights which I or my heirs, next of kin, executors, administrators, assigns and representatives may have against the Municipality notwithstanding that same may have been occasioned or contributed to by the Municipality's negligence.



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\*If the volunteer is under the age of 18, this Waiver must be signed by a parent or guardian.

**Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

*\*Parent/Guardian Signature:* \* \_\_\_\_\_ **Date:** \_\_\_\_\_

**Witness:** \_\_\_\_\_ **Date:** \_\_\_\_\_



### **Terms and Conditions of Volunteer Position**

This document is a Volunteer Agreement outlining the terms and conditions for volunteering operations within the Village of Burk's Falls. The Village of Burk's Falls recognizes the positive impact that volunteers have on our community, and that volunteers assist with strong sustainable programming and often supplement the services provided by the Village. The Village supports individuals to achieve their goals and objectives through Volunteer opportunities.

Individuals who wish to volunteer within the Village are required to complete the online application located at [www.burksfalls.net](http://www.burksfalls.net). Resumes and cover letters may accompany the Application as applicable.



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## **Municipal Responsibilities:**

Municipal staff who request volunteers are responsible for developing role descriptions that outline the scope of work required training, and resources for each volunteer position.

Volunteer role descriptions will be reviewed and updated as required and be attached to the online application for review at time of volunteer submission.

The Village will provide notice of active volunteer opportunities through a combination of the following: posting on the Village's website, through the Village's various social media outlets.

Personal information collected by the Village with respect to volunteer involvement will only be used for administration and management of the volunteer program.

A volunteer file will be held by the Clerk's Department at the Village of Burk's Falls and held within the records management process.

## **Application:**

These terms and conditions apply specifically to volunteering operations within the Village of Burk's Falls, for example festivals and events, community gardens, parks, Arena, etc.

**Promotion:** Volunteers acknowledge that any photographs; video; sound recordings taken of them or by them may be used by the Village for any promotional purposes unless the volunteer states otherwise through the application.

**Term:** This Volunteer Agreement will begin on the date signed by Volunteer below and will continue until terminated by either the Village or the Volunteer.

## **Early Termination:**

- a. Any failure on the Volunteer's part to meet the terms of these Volunteer Terms and Conditions will result in the termination of this Agreement and may lead to the Volunteer's removal from the activity.
- b. To cancel this Volunteer Agreement at any time, the Volunteer must email [senioradmin@burksfalls.ca](mailto:senioradmin@burksfalls.ca) and put the word 'CANCEL' in the subject field as soon as possible.

**Travel and Accommodation:** Volunteers are responsible for their own travel and accommodation expenses even while volunteering for Village. It is important to note that the Village will not ask volunteers to perform volunteer duties that require them to drive. For example: delivering food baskets to residents.

*A volunteer is only volunteering, and therefore covered by Village insurance, after they have reported to the Volunteer Captain or Volunteer Coordinator on the day they are scheduled to volunteer.*

*Once the scheduled volunteer time is concluded, they cease to be a Volunteer.*

***Volunteers shall not be permitted to operate Municipal Vehicles or Equipment unless authorized by the CAO.***



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### **Volunteering Hours:**

There are no required minimum hours. Volunteer shifts may vary but will not exceed 8 hours long (including one 30 min break to be arranged at the supervisor's discretion, and two 15-minute breaks); the time it takes to sign-in and travel to and from the position is additional to the shifts.

### **Passes:**

All Volunteers will be issued with an appropriate pass. This pass will enable the wearer to access those areas relevant to the position and responsibilities allocated. Any pass is a functional tool for Volunteers required to carry out their duties. A sample of a pass could be an access pass to various buildings or pass that will allow access to an event.

### **Code of Conduct:**

Any of the following, including the aiding and abetting of others, constitutes a breach of these Volunteer Terms and Conditions:

- c. Failure to comply with these Volunteer Terms and Conditions or any policies and procedures and instructions from the Village as notified during the volunteer briefings and whilst undertaking the voluntary role;
- d. Neglecting to complete a required task promptly and diligently, without sufficient cause or notice to the governing body of the status of the job.
- e. Leaving a position without permission or without sufficient cause.
- f. Divulging matters confidential to the Village, either past or present, without permission.
- g. Soliciting or receipt of gratuities or other consideration from any person, or failure to account for keys, money or property received in connection with the business of the Village or its partners.
- h. Incivility to persons encountered during duties or misuse of authority in connection with the business of the Village or its partners.
- i. Conduct in a manner likely to bring discredit to a fellow volunteer, the Village, or its partners.
- j. Use of Village equipment without permission.
- k. Reporting for duty under the influence of alcohol or restricted drugs or use of these whilst on duty; and
  - i. Failure to notify Village immediately of any:
  - ii. Conviction for a criminal and/or motoring offence for which a pardon was not granted.  
Please note, the Village will ask volunteers exposed to any vulnerable sector to complete or provide proof of a Criminal Records Check conducted the Ontario Provincial Police that is no less than 2 years old.
  - iii. Indictment for any offence that may affect their work with the
  - iv. Village.
  - v. Police caution or legal summons that may affect their work with the Village.
  - vi. Permitting unauthorized access to premises, Village site, or place of work; and
  - vii. Carrying of equipment not issued as essential to an individual's role or duties.



## **Volunteer Obligations:**

Volunteers shall:

- i. Abide by these Terms and Conditions.
- ii. Acknowledge that they are not employees of the Village of Burk's Falls.
- iii. Represent the Village in a positive and appropriate way and demonstrate their commitment by fulfilling their role to the best of their ability in line with the briefing and any training provided.
- iv. Attend all the on-site briefing and training sessions. Be on site and available to work on the days required.
- v. Volunteers shall arrive for their shifts on time and participate fully for the duration specified.
- vi. Always wear any relevant uniform whilst on shift.
- vii. Keep personal items out of view, reach or access to any other volunteer or resident.
- viii. Volunteers shall not use or be visibly engaged with personal phones or electronic devices unless there is a clear and work-related purpose for the interaction (e.g., conducting an online search to assist a resident).
- ix. Be well presented and polite to members of the public whilst on shift and carry out duties with maturity, honesty, and reliability.
- x. Volunteers shall not consume alcohol or drugs while volunteering, or immediately prior to volunteering. The Village reserves the right to require any volunteer who is found to be under the influence of alcohol or other substances, or whose behavior may bring the Village into disrepute, to leave the Village site.
- xi. Volunteers who feel at risk of health-related issues shall wear appropriate personal protective equipment (PPE), such as masks, gloves, face shields, or any other protective items provided by the Village of Burk's Falls.
- xii. Volunteers who are feeling unwell for any reason should promptly inform their supervisor and not participate in volunteer activities if their health may pose a risk to themselves or others.

## **Electronic Communications:**

Volunteer contact details will be added to the Village database electronic mailing list so that they may be contacted for future volunteer opportunities at the Village of Burk's Falls or electronic Village of Burk's Falls newsletters and event promotions. Volunteers may ask to be removed from this mailing database at any time after completion of the activity by emailing [senioradmin@burksfalls.ca](mailto:senioradmin@burksfalls.ca).