

VOLUNTEER MANUAL

Arts Services

City of Toronto Culture Division
Economic Development, Culture & Tourism

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VOLUNTEER MANUAL INDEX

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Section 2

Volunteer Manual Information

Section 3

Appendices – NOTE – Appendices have been removed as they contain proprietary information.

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Arts Services

Section	Policy	Page 1		
Introduction				
Application		Day	Month	Year
All Staff and Volunteers	Culture Division Mission Statement	30	10	04
Approval History		Next Review Date		
New		30/10/07		
		R. Davies/A. Semeniuk		

Mandate

The Culture Division is committed to fostering and maintaining cultural growth and expression for citizens and visitors that contribute to Toronto as a dynamic, healthy and diverse city.

Mission

The City recognizes and values the importance of culture as a key defining, unique component of the City of Toronto. The City's cultural mission is to:

- Recognize the essential role that culture plays in the social and economic life of the City of Toronto
- Encourage creative, open expression of ideas through all art forms and the full participation of residents and visitors
- Foster the health and development of the cultural sector by integrating cultural policy with corporate objectives, delivering financial support, providing art and heritage facilities and a wide range of cultural programs
- Strengthen and support diversity of cultural expression and the many diverse communities in the City of Toronto
- Identify, preserve and interpret the City's heritage, including buildings, sites, landscapes, streetscapes, archaeological remains and artefacts, to ensure that citizens and visitors encounter Toronto's history every day and that the City's heritage is preserved for future generations
- Encourage partnerships and linkages amongst cultural organizations and with the broader community to increase the scope, influence and appreciation of culture

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Section	Policy	Page 2		
Introduction				
Application				Day
All Staff and Volunteers	Arts Services Mission Statement			Month
Approval History				Year
New				30 10 04
				Next Review Date 30/10/07
				R. Davies/A. Semeniuk

Mission Statement

To develop and promote opportunities for artistic expression, arts education and audience development, and to encourage access to the arts for all through community arts development initiatives. Arts Services has four broad program areas through which it delivers services to the public.

Mandate

Guided by the Culture Plan, we help foster a vibrant artistic life in Toronto through our programs, services & partnerships, and encourage arts development, arts education and artistic expression.

Service Priorities

Arts Services' Service Priorities are:

- community arts development and outreach
- facility management and operation
- fine art collection and management
- arts and culture grants administration

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Section	Policy	Page 3		
Introduction				
Application	Site Specific	Day	Month	Year
All Staff and Volunteers	Mission Statement	30	10	04
Approval History		Next Review Date		
New		10/30/07		
		R. Davies/A. Semeniuk		

Site Specific Mission Statement will be inserted for each site.

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Section	Policy	Page 4		
Introduction				
Application	Statement of Purpose	Day	Month	Year
All Staff and Volunteers	Goals and Objectives	30	10	04
Approval History	Next Review Date 10/30/07			
New	R. Davies/A. Semeniuk			

Statement of Purpose:

Volunteers are the voice of the community, an invaluable partner in the stewardship of Toronto's cultural resources. Volunteers play a vital role in the maintenance and operation of programs and delivery of services to the public and are an essential component to the growth and future of the Division. We are committed to operating a volunteer management program in a professional and ethical manner. The Division will ensure that volunteers are screened, trained, supervised and evaluated to ensure the safety of program participants, partners, and staff and all volunteers.

Goal:

To promote and enhance high quality cultural programs; activities and events through maximum utilization of all community resources.

Objectives:

1. To provide an opportunity to encourage and promote diverse community involvement.
2. To provide volunteer resources to enhance innovative program initiatives.
3. To provide volunteer resources to support staff.
4. To provide opportunities for volunteer participation in educational programs relative to their role.

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Section Introduction	Policy	Page 5		
Application All Staff and Volunteers	Site Specific Statement of Purpose, Goals and Objectives			Day 30 Month 10 Year 04
Approval History	Next Review Date 10/30/07			
New	R. Davies/A. Semeniuk			

Site specific Purpose, Goals and Objectives will be inserted for each site.

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Section	Policy	Page 6		
Introduction				
Application				Day
All Staff and Volunteers				05
Approval History				Year
New				03
				Next Review Date
				30/05/06
				R. Davies/A. Semeniuk

Policy: (See Appendix A)

There shall be a current organizational chart reflecting volunteer administration at the site.

Purpose:

To document both lines of authority and lines of communication.

Procedure:

1. Include organizational charts as appropriate (Appendix A).
2. Clearly define areas of responsibility by lines showing authority and communication.

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Section Administration	Policy	Page 7		
Application All Staff and Volunteers	Recruitment	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

Each site shall have a plan for the regular recruitment of volunteers that is supportive of the division wide recruitment plan.

Purpose:

1. To recruit sufficient volunteers to enrich the programs, activities and events offered by Arts Services.
2. To inform the community of the site's need for volunteers.

Procedure:

1. Utilize appropriate volunteer referral services.
2. Develop a local recruiting strategy that is reflective of the community and the level of service needed.
3. Contact community organizations (i.e. schools, churches, service and cultural groups) to promote volunteer opportunities available.
4. Ensure all recruitment strategies define the expectation of positions and screening requirements.
5. Encourage all staff and volunteers to assist in recruitment through public relations opportunities such as community meetings, displays and through word of mouth.
6. Ensure a supply of volunteer brochures/applications are available in central site locations (i.e. Gift shop; Reception area etc.).

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Section	Policy	Page 8		
Administration		Day	Month	Year
Application		30	10	04
All Staff and Volunteers	Rights and Responsibilities			
Approval History		Next Review Date		
New		30/10/07		
		R. Davies/A. Semeniuk		

Policy:

Each site shall have a current Bill of Rights and Responsibilities for volunteers.

Purpose:

To illustrate appropriate behaviour and attitudes expected towards and by volunteers.

Procedure:

Ensure all staff and volunteers are familiar with the Bill of Rights and Responsibilities for Volunteers.

the Right to	the Responsibility to
1. to be recognized as a valuable member of The museum/site team	to recognize confidentiality and other requirements in acting as a member of the team.
2. be provided with all necessary information about the policies and programs of the museum/site Culture Division and relevant legislation;	learn about the museum/site and to abide by relevant legislation and policies of the museum/site and division.
3. receive orientation that is thoughtfully planned and effectively presented and offered at a suitable time;	attend the orientation session(s) as provided;
4. receive a suitable assignment, reflecting personal preference, skills, temperament, life experience, education, employment	provide accurate information regarding background, availability and preference in order to receive a suitable assignment.
5. be notified of changes to assignment and schedule;	be present when scheduled and notify appropriate staff when unavailable.
6. receive relevant training for the volunteer	participate in training and continuing

assignment and to have opportunity for continuing education as appropriate.

7. to be respected by staff and other volunteers;
8. be involved in decision making; to feel free to make suggestions and to have opinions heard with respect.

education as appropriate.

respect the rights of, and to work co-operatively with other volunteers;

be willing to be part of decision making; to make suggestions at an appropriate time and with a positive attitude.

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Section Administration	Policy	Page 9		
Application Site Manager/Designate All Volunteers	Application, Interviewing, Screening and Placement	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Policy: (See appendix B – D)

Each site shall maintain a process through which volunteer applicants are screened, interviewed and if selected, placed in a volunteer opportunity which matches their interests/skills and responds to the site or Division's needs.

Preamble:

Volunteers are an integral component of the site team. The screening of potential volunteers is vital to the safety and security of all visitors, staff and volunteers. Volunteers have the right to expect work that is meaningful and satisfying and that they will not be placed in a position for which they are not fully qualified or for which the Division could not provide adequate training, supervision or equipment. In supporting a person with a disability or special needs, volunteers will be placed according to their ability and comfort level.

Purpose:

1. To establish a uniform system for selecting, screening and placing volunteers in an appropriate assignment.
2. To ensure the continuing quality of volunteer services.
3. To ensure suitability and supervision for all volunteers.

Procedure:

1. A volunteer application will be completed by each prospective volunteer and maintained in a secure area.

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Section Administration	Policy	Page 9-1		
Application Site Manager/Designate All Volunteers	Application, Interviewing, Screening and Placement continued...	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

2. A signed parent consent form will be submitted for any child under the age of 18 who wishes to volunteer.
3. The site manager/designate will interview and place all potential volunteers according to their interests and talents, using their discretion to ensure that only appropriate volunteers are placed within the site.
4. All volunteers will be subject to a screening process based on the risks inherent to the position.
5. The site manager/designate will ensure that all job descriptions have had a risk audit completed to determine the relevant screening steps needed. The screening process is then explained to the applicant.
6. References will be requested and then the site manager/designate will complete the screening (for special category volunteers the site manager/designate will determine the appropriate screening method related to the job duties/supervision).
7. If the applicant is rejected as a result of the screening process, police records check or other factors, the individual will be informed in writing and will be provided with an opportunity to appeal. The site administrator/designate will document the steps taken.
8. If accepted, the volunteer will sign the consent form. Volunteers who work with the site as part of a service club, community organization or other similar group will be deemed to be affiliated with the volunteer organization.

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Section	Policy	Page 10		
Administration				
Application		Day	Month	Year
All Staff and Volunteers	Minimum Age Requirement	30	10	04
Approval History		Next Review Date 30/10/07		
New		R. Davies/A. Semeniuk		

Policy:

The minimum age requirement to volunteer with the Culture Division, Arts Services is 12 years of age.

If a site or program wishes to utilize a volunteer under 12 years of age, they may do so under the following conditions:

- a) Parent/guardian is aware of the functions of the position, risks involved, the supervision to be received and they have signed a consent form along with the child.
- b) In a family volunteer opportunity where parents supervise the child directly; i.e. gardening.
- c) A youth (between 12 and 17 years) may sign their own volunteer contract, although it still would be advisable to have a parent sign off on the form as well. The 'Parent Consent' form (Appendix D-2) must be signed by a parent/guardian for youth under the age of 18.

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Section Administration	Policy	Page 11		
Application All Staff and Volunteers	Volunteer Indemnity Agreement	Day 30	Month 05	Year 03
Approval History	Next Review Date 30/05/06			
New	R. Davies/A. Semeniuk			

(See Appendix D-3)

Policy:

There shall be an Indemnity Agreement completed for any child accompanying a volunteer on assignment.

Purpose:

To ensure the safety and security of the residents, staff and volunteers.

Procedure:

1. The site manager/designate will discuss suitable placements with the volunteer who has expressed an interest in bringing a child with them during assignment.
2. The site manager/designate will determine the feasibility of each individual case.
3. The volunteer will sign an Indemnity Agreement prior to bringing said child on assignment.
4. The site manager/designate will review the involvement on a regular basis.

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Section	Policy	Page 12		
Introduction				
Application				Day
All Staff and Volunteers	Volunteer Welcome Letter			Month
Approval History				Year
New				30
				10
				04
				Next Review Date
				30/10/07
				R. Davies/A. Semeniuk

Policy:

All new volunteers shall receive a welcoming letter or other appropriate introductory communication.

Purpose:

1. To welcome new volunteers.
2. To clarify the role and expectations of the volunteer.
3. To outline obligations of the site to the volunteer.

Procedure:

Upon completion of their orientation and placement at the site, all new volunteers are to receive a letter of welcome or other appropriate communication. (See appendix E) from the site manager/designate.

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Section Administration	Policy Orientation and Training	Page 13			
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04	
Approval History			Next Review Date 30/10/07		
New				R. Davies/A. Semeniuk	

Policy:

All volunteers shall participate in an orientation program and receive the necessary training prior to commencing placement.

Purpose:

1. To orient new volunteers to the Division, unit and site.
2. To ensure that volunteers have the required knowledge and skills to fulfil the requirements of their placement.
3. To maintain a high quality of volunteer service.
4. To ensure the safety of all visitors, staff and volunteers.

Procedure:

1. The site manager/designate shall:
 - establish and orientation schedule
 - ensure attendance by all new volunteers
 - follow the established content; adding site specific information as appropriate
 - the site manager/designate may condense section A & B of the orientation as appropriate for Special Category – Short Term Volunteers, all orientation must cover the basic information required to safely and comfortably fulfil their volunteer duties

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Section Administration	Policy	Page 13-1		
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04
Approval History	Orientation and Training continued...			Next Review Date 30/10/07
New				R. Davies/A. Semeniuk

Areas to be covered:

A) Introduction:

- Culture Division/Arts Services overview
- site history/mission/mandate
- organizational structure/reporting relationships
- volunteer mission
- scope of volunteer opportunities
- volunteer manual – policies and procedures

B) Emergency Procedures

- health and safety training
- accident/injury reporting
- site specific emergency procedures (Fire, WHMIS, Disaster etc.)
- hazards

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Section Administration	Policy	Page 14		
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Policy:

All volunteer placements will have a probationary period during which either the volunteer or the site may withdraw from the agreement.

Purpose:

1. To evaluate whether the individual has the interpersonal and job related skills required for the position.
2. To allow the volunteer to judge if the position is suited to their abilities and interests.

Procedure:

1. The site manager/designate will inform the volunteer prior to placement that probation period will be 30 hours commencing from the beginning of the first volunteer assignment. For Special Category/Short Term volunteers the length of probationary period will be at the discretion of the site manager/designate and will be communicated to the volunteer.
2. The site manager/designate deals with all performance issues immediately and completes a performance review at the end of the probationary period.
3. Document the review as appropriate and file in a secure area.

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Section Administration	Policy	Page 15		
Application Site Manager/Designate All Volunteers	Reference Letter	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

Reference letters for volunteers shall be provided to individual volunteers, upon request.

Purpose:

1. To act as a referee for individual volunteers requiring reference letters for professional/personal reasons.
2. To support volunteers who have provided continuous active volunteer service at the site.

Preamble:

In keeping with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA), only the information stated on the Volunteer Reference Letter (See appendix K) shall be made available upon request.

Procedure:

1. Maintain monthly participation statistics for all active volunteers.
2. Complete Volunteer Reference Letter upon written request, if the volunteer is a registered volunteer with the site and has completed six months of continued service, a minimum of once per week- which may be waived by the Site Manager/ Designate.
3. Maintain a copy for volunteer records.

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Section Administration	Policy	Page 16		
Application Site Manager/Designate All Volunteers	Assignment Description	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

All Arts Services sites using volunteers will develop assignment descriptions for each volunteer position. Volunteers will not be used to replace or displace unionized staff.

Purpose:

1. To ensure that volunteers know their responsibilities and duties and receive appropriate training.
2. To ensure that volunteer resources are used appropriately in the division.
3. To provide a basis for the evaluation of the volunteer's work with the site.

Procedure:

1. The site manager/designate will ensure that an assignment description is completed for each volunteer position.
2. The description should include:
 - assignment duties, responsibilities and limits
 - standards for performance and measures
 - schedule for work
 - supervisory relationship
 - qualifications or skills needed
 - training provided
 - screening process (if determined through risk audit)
 - evaluation process
3. The site manager/designate will ensure that the volunteer is familiar with his or her

assignment description prior to the commencement of duties.

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Section Administration	Policy	Page 17		
Application Site Manager/Designate All Volunteers	Discipline/Dismissal	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

There shall be a process in place to discipline or dismiss volunteers who are not performing their duties as outlined in their assignment description and the Division's policies and procedures, and who are not performing these duties in a safe and effective manner.

Purpose:

1. To protect visitors, staff, volunteers and the Division.
2. To provide a consistent, effective service.
3. To provide top quality programs, events and activities.

Procedure:

1. The Site Manager/Designate ensures that each volunteer receives the following:
 - screening appropriate for their position
 - assignment description
 - orientation and training on appropriate policies and assignment requirements
 - orientation to the dismissal policy and procedures:
 - counselling/coaching
 - verbal warnings/written documentation
 - reassignment
 - probation period with appropriate feedback
 - regular supervision appropriate to their position
2. Administrator/Curator/Designate ensures relevant dated documentation is in the Volunteer's file i.e. screening results, orientation, training, results of probation period, results of supervision, specific problems and action taken.

3. Ensure Volunteer is aware that an appeal process is available to them.

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Section Administration	Policy	Page 17-1		
Application Site Manager/Designate All Volunteers	Discipline/Dismissal policy continued...	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Grounds for immediate dismissal without following the formal process may include (but are not limited to):

- gross misconduct
- insubordination
- being under the influence of drugs or alcohol
- theft of property
- misuse of agency equipment or materials
- abuse or mistreatment of participants or co-workers
- failure to abide by agency policies and procedures
- displaying a conflict of interest with any program or activity of the agency
- failure to satisfactorily perform assigned duties

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Section Administration	Policy	Page 18		
Application Site Manager/Designate All Volunteers	Appeal Process	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Policy:

There shall be an appeal process available to volunteers who are terminated or whose applications are rejected.

Purpose:

1. To support every individual volunteer or applicant's right to an appeal process.

Procedure:

1. Each unit will have a person/committee designated to deal with specific appeals.
2. The appeal is forwarded to the site manager/designate and if unresolved, it is forwarded to the unit-designated representative/committee.
3. The volunteer is advised in writing of the results of the appeal.

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Section Conduct	Policy	Page 19		
Application Site Manager/Designate All Volunteers	Code of Conduct	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Policy:

A code of conduct information sheet will be supplied to each volunteer as part of the orientation process.

Purpose:

1. To represent the image of the Division in a professional and appropriate manner.
2. To ensure volunteers are dressed appropriately for the conditions and performance of their duties. Assignments at some sites may require period costumes.
3. To ensure the confidentiality of all information obtained at the sites.
4. To ensure volunteers know the expectations of the Division and the Unit and the appropriate policies and procedures.

Procedure:

1. The site manager/designate will:
 - ensure that the conduct information sheet is distributed and reviewed at the orientation session for all of the volunteers
 - ensure that all volunteers sign the confidentiality agreement (Appendix C)

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Section Administration	Policy	Page 20		
Application Site Manager/Designate Volunteer President/Secretary	Record Keeping	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

Records of all business transacted by the volunteers shall be kept in a secure location.

Purpose:

1. To maintain signed records (minutes) of all meetings
2. To maintain financial records and membership lists.

Procedure:

1. A permanent record will be maintained in safekeeping of the following:
 - all signed minutes of general and special meetings of the volunteers
 - all signed minutes of executive meetings of the volunteers
 - membership lists of all volunteers
 - all financial transactions

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Section Administration	Policy Transportation	Page 21		
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Policy:

The Culture Division expects that volunteers will adhere to the following guidelines regarding transportation procedures.

Procedure:

1. The transportation of volunteers in personal vehicles is discouraged. Drivers of private vehicles must be aware that they are assuming liability and should consult with their insurance carriers to ensure their coverage is adequate.

2. Transportation of a volunteer in a city vehicle is permissible under all of the following circumstances:
 - driver is a city staff member and holds a valid city license
 - the volunteer must be a registered volunteer and assisting in an identified program or special event
 - the site manager/designate must grant permission
 - volunteer must sign a consent form/waiver

3. Volunteers must not transport a participant in their private vehicle (child, youth or adult).

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Section Operations	Policy	Page 22			
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04	
Volunteer Incident/Accident Reporting			Next Review Date 30/10/07		
Approval History			R. Davies/A. Semeniuk		
New					

Policy:

There shall be a record kept of all volunteer incidents and/or accidents.

Purpose:

1. To ensure volunteers receive appropriate medical attention.
2. To ensure accurate documentation of all incidents.
3. To identify unsafe conditions at the site.
4. To assist the Solicitor for City of Toronto with respect to any claims that may arise as a result of the incident/accident.

Procedure:

1. In the event of an incident/accident, assess the volunteer for injury/illness. Follow Emergency Response procedures as appropriate.
2. The site manager/designate shall notify next-of-kin.
3. Document incident/accident on appropriate form (Appendix G).
4. Request witness to document on appropriate form (Appendix G-1).
5. Ensure copies of form are distributed to site manager/designate and supervisor of site operations.
6. Follow-up with volunteer after incident/accident as appropriate.

Cross Reference: Site Emergency Response Manual

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Section Administration	Policy	Page 23		
Application Site Manager/Designate All Volunteers	Labour Relations	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

The Division maintains the exclusive right to recruit, assign and release volunteers and to determine the utilization of volunteers in order to extend the delivery of quality services to our participants, visitors and community partners, except as modified below:

Modifications:

- The programs may include:
 - a) Where the volunteer's efforts are part of a work experience program through university, college or high school.
 - b) Where the volunteer's work is court ordered or part of a provincial government program.
 - c) Where volunteer positions have historically been used and documented prior to January 1999.
 - d) Where the work to be done is significantly different from that done by staff.

SPECIAL REQUESTS for Volunteers shall be reviewed when:

- special projects use volunteers for a limited duration
- requests reflect a significant increase in the scope or numbers of volunteers than what is historically needed

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Section Administration	Policy Harassment	Page 24			
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04	
Approval History			Next Review Date 30/10/07		
New			R. Davies/A. Semeniuk		

Policy:

Each site manager/designate shall ensure that each volunteer has the right to work in an environment free from harassment and shall treat any complaint of harassment as a serious matter.

Preamble:

A Commitment & Responsibility:

Every volunteer has the right to perform their assigned duties in an environment free from harassment. No volunteer may be harassed because of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, creed, sex, sexual orientation, age, record of provincial offences, marital status, family status or handicap.

What is Harassment?

Workplace harassment may include comments or conduct by an employee or volunteer towards another which is intimidating, annoying, hurtful or malicious. Any person who persists in such behaviour which he/she knows or should know is unwelcome may be guilty of harassment.

Sexual Harassment

- unwelcome remarks, jokes, innuendos, or taunting about a person's body, attire, or sex
- practical jokes of a sexual nature which cause awkwardness or embarrassment
- displaying pornographic picture or other offensive material
- leering (suggestive staring) or other gestures
- unnecessary physical contact such as touching, patting or pinching
- physical assault

Racial or Ethnic Harassment

- unwelcome remarks, jokes, innuendos or taunting about a person's racial or ethnic background, colour, place of birth, citizenship or ancestry
- the displaying of racist, derogatory, or offensive pictures or material

- refusing to converse or work with an employee because of his/her racial or ethnic background
- insulting gestures or practical jokes based on racial or ethnic grounds which cause embarrassment or awkwardness

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Section Corporate Policy	Policy Harassment policy continued...	Page 24-1		
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Purpose:

1. To provide volunteers with a workplace that is free from harassment.
2. To comply with Human Rights Code and City of Toronto Corporate Workplace Harassment Policy.

Procedure:

Refer to:

- Ontario Human Rights Code
- Volunteer Code of Conduct
- City of Toronto Corporate Workplace Harassment Policy

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Section Administration	Policy Diversity	Page 25			
Application Site Manager/Designate All Volunteers		Day 30	Month 10	Year 04	
Approval History			Next Review Date 30/10/07		
New			R. Davies/A. Semeniuk		

Policy:

The Culture Division is committed to the equity and equality of volunteers. The volunteer program should include volunteers who are reflective of the local community and should incorporate the principles of the City of Toronto Access and Equity policy.

Purpose:

1. To promote and encourage a diverse volunteer group that is reflective of the city's dynamic Cultural communities.
2. To eliminate barriers that prevent full participation by all of Toronto's cultural Communities and to promote positive relations.
3. To comply with the City of Toronto's Access and Equity policy.

Procedure:

1. The Administrator/Curator/Designate shall:
 - review programs and seek to eliminate barriers to participation by diverse cultural communities
 - actively promote volunteer opportunities to venues that reach a wide and culturally diverse audience
 - ensure staff and volunteers are sensitive to the needs of any cultural groups that are represented at the site and offer training when appropriate

Refer to: City of Toronto Access and Equity Policy.

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Section Administration	Policy	Page 26		
Application All Volunteers	Insurance	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Preamble:

The City of Toronto maintains commercial and general liability insurance to protect against 3rd party bodily injury and property damage coverage.

Policy:

There shall be adequate General Liability coverage carried by the City of Toronto to cover all bona-fide volunteers acting within their written guidelines and/or assigned duties and responsibilities.

Procedure:

1. Report all insurance incidents immediately to the site manager/designate
2. Site supervisor/designate must report incident to Manager, MHS/designate
3. Forward copies of relevant correspondence/documentation to Manager, MHS/Designate.

NOTE: It is the responsibility of a volunteer using his/her own automobile for the transportation of other volunteers or other persons, no matter what the circumstances, to provide their own insurance coverage regarding the transportation.

Cross-Reference: Transportation policy.

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Section Administration	Policy	Page 27		
Application Site Manager/Designate All Volunteers	Volunteer Participation Records	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semenuik			

Policy:

Each site will ensure there is a process for maintaining a record of volunteer participation.

Purpose:

1. To identify volunteer participation on site in the event of an emergency.
2. To indicate service hours

Procedure:

1. A volunteer participation ledger shall be maintained in a central location at each site.
2. Volunteers shall record the time of their arrival at the site and the location of their service.
3. On completion of participation, volunteers shall record the time of departure and the total number of hours served.
4. The participation records shall be maintained by the site manager/designate in a secured area.

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Section Administration	Policy	Page 28		
Application Site Manager/Designate All Staff and Volunteers	Recognition	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/05/06	
New			R. Davies/A. Semeniuk	

Policy:

A plan for the recognition of volunteers shall be formulated and implemented at each site.

Purpose:

1. To provide formal and informal ways of recognizing and acknowledging the services provided by the volunteers.
2. To ensure that staff and residents are aware of the volunteer services provided.

Procedure:

A plan for the recognition of volunteers will be implemented at each site. The format will be developed by the site manager/designate and site staff.

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Section Administration	Policy	Page 29		
Application Administrator/ Designate All Staff and Volunteers	Retention of Volunteers	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

The Division will strive to retain volunteers for the maximum time feasible.

Purpose:

1. To promote continuity of services and decrease costs related to recruitment and training of new volunteers.

Procedure:

The site manager/designate will:

- discuss a time commitment of one year with volunteers during the interview process
- ensure that volunteers receive City of Toronto Identification card after 30 hours of service and on satisfactory completion of probationary period
- work with staff to create a motivating and satisfying environment by:
 - valuing volunteers' unique roles and talents
 - keeping volunteers interested and challenged
 - recognizing accomplishments
 - communicating site development/news etc. to volunteers
 - involving volunteers in program implementation and evaluation where appropriate
 - conducting exit interviews

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Section Administration	Policy	Page 30		
Application Site Manager/Designate All Staff and Volunteers	Supervision, Support, Evaluation	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

(See appendix I)

All volunteers must receive on-going supervision and evaluation based on the level of risk of the position and the assignment description.

Purpose:

To monitor the safety and quality of the service provided and to provide feedback to the volunteer for continuous improvement.

Procedure:

The Site Manager/Designate will ensure:

1. Each volunteer is under the supervision of a staff person.
2. Provide leadership, professional development opportunities and performance reviews.

The staff person coordinating the volunteer's work will:

1. Provide constructive feedback on a regular basis based on work observed.
2. Offer support, encouragement, direction on a regular basis.
3. Document accomplishments, accolades, complaints or incident.
4. Schedule performance reviews as appropriate.
5. Document information to personnel file.

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Section Administration	Policy	Page 31		
Application Site Manager/Designate All Staff and Volunteers	Evaluation of Volunteer Program	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Policy:

Each site will annually evaluate their volunteer program and report statistics to the Supervisor, Site Operations or Unit Manager as appropriate.

Purpose:

To evaluate the outcomes and the impact of the program or service and to identify areas for improvement.

Procedure:

1. Maintain tracking log of volunteer hours on a regular basis.
2. Complete questionnaire indicating, total # of volunteer hours, description of volunteer program impact; #'s of visitors served etc.
3. Forward questionnaire annually to Supervisor, Site Operations for inclusion in year-end Performance Indicators Report (due: January 30th).

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Section Administration	Policy	Page 32		
Application Site Manager/Designate	Special Category Volunteers	Day 30	Month 10	Year 04
Approval History			Next Review Date 30/10/07	
New			R. Davies/A. Semeniuk	

Preamble:

From time to time the Culture Division uses the services of volunteers on a time-limited basis due to program requirements. This section explains their uniqueness and how they will relate to the division and staff.

Policy:

Special Category Volunteers as defined in this section will be managed under the volunteer program, specific requirements related to policies for recruiting, screening, supervision and evaluation may be modified at the discretion of the supervisor. Any modifications must take into account, risk for clients, volunteers and staff. All special category volunteers must fill out an application and consent form.

High School (Community Service)

1. Students complete 40 hours of community involvement activities. Students may not fulfill the requirements through activities that are counted towards a credit, through paid work or by assuming duties normally performed by a paid employee.
2. Students, in collaboration with their parents and principal will decide how they will complete their assignment and will use the annual education plan to identify the activities.
3. The organization or person supervising must confirm completion of the required 40 hours.
4. The division expects that if the parent or principal know why a student should not be involved with us that we will be informed.
5. While the roles may vary, students must always be supervised, and this should be reflected in the screening and interview process applied to students.

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Section Administration	Policy	Page 32-1		
Application Site Manager/Designate	Special Category Volunteers continued...	Day 30	Month 10	Year 04
Approval History	Next Review Date 30/10/07			
New	R. Davies/A. Semeniuk			

Corporate/Loaned Staff

1. These volunteer programs can be in three formats:
 - a large corporation may approach us to get involved with special projects
 - one time volunteering may be tied to a special event
 - an individual with specific skills is loaned on a temporary basis to complete a special project (i.e. communications, marketing, fundraising etc)

Special Event Staff

1. Usually short-term.
2. Recruiting and screening methods may vary from protocol at the discretion of the staff supervisor in-charge.
3. At a minimum all participants must fill out an application form.
4. Staff in-charge must arrange appropriate orientation; training and supervision appropriate to the task assigned.

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Section	Section 2		
Application Site Manager/Designate	Volunteer Manual Information		
Approval History			
New			
Section 2 - Page 1			
Day 30 Month 10 Year 04			
Next Review Date 30/10/07			
R. Davies/A. Semeniuk			

1. Importance of Volunteers

Volunteers are vital to the enhancement of all Culture Division programs. The successful implementation of a volunteer program depends on everyone recognising the vital role that volunteers play in the support and enhancement of programs and services for the public. Along with this recognition comes the responsibility to effectively manage volunteer efforts through accountability, effectiveness and efficiency.

The Division is committed to operating a volunteer management program in a professional and ethical manner in keeping with the principles of volunteer management endorsed by PAVR-O (Professional Administrators of Volunteer Resources – Ontario), CABR (Canadian Association of Volunteer Resources), and AVA (Association for Volunteer Administration). Included in these principles is a commitment to not replace employees or paid positions with volunteers. As part of our principles, volunteers will be held to the same standards as staff as this is important for our delivery of services to the public, and to our commitment to a safe working environment for all.

The purpose of the Culture Division manual is to assist staff at all levels to effectively work with volunteers. Staff must be prepared to take on the responsibility of volunteer management in the same way they manage other areas of operations. Expectations are outlined in the manual. Training will be provided as needed.

2. Definition of a Volunteer

A volunteer is a person who by choice and without financial compensation contributes time and services to assist in fulfilling the mission of the Culture Division.

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Arts Services

Section		Section 2 - Page 2
Section 2	Volunteer Manual Information	Day 30 Month 10 Year 04
Application Site Manager/Designate		Next Review Date 30/10/07
Approval History		R. Davies/A. Semeniuk
New		

3. The Volunteer Management Program

The Culture Division Volunteer Management Program (Manual) was designed to provide practical guidance and tools for staff. The manual covers all aspects of the program and provides staff with additional resources.

The program will:

- Be used by staff to meet our service delivery needs.
- Provide a consistent method for all staff/facilities to recruit, screen, train, place, supervise, evaluate and recognize our volunteers.
- Will minimise the risk to the City, the public and the volunteers.
- Clearly identify roles and responsibilities.
- Ensure that staff and volunteers receive consistent training.

4. General Provisions:

- Trained volunteers can play an important role in enhancing services to the community.
- Volunteer opportunities allow members of the community to contribute to the well being of the community.
- All volunteers should be screened appropriate to the requirements of the task(s).
- All staff job descriptions should include “may be required to work with volunteers” and interviews should include questions about volunteers and voluntarism.

5. General Information for Staff and Volunteers:

- Liability:
The City of Toronto maintains commercial and general liability insurance to protect against 3rd party bodily injury and property damage coverage. Volunteers should not be placed into potential risk situations, as WSIB or other health benefits through the City of Toronto do not cover them.

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Section		Section 2 – Page 3
Section 2	Volunteer Manual Information	Day 30 Month 10 Year 04
Application Site Manager/Designate		Next Review Date 30/10/07
Approval History		R. Davies/A. Semeniuk
New		

- **Workers Safety Insurance Board:**
Volunteers are not covered through WSIB for injuries while volunteering. Volunteers must report any injuries. Supervisors should complete the Volunteer Injury form in this manual.
- **Professional Services:**
Volunteers shall not perform professional services for which certifications or licensing is required unless currently certified to do so. A copy of the certificate or license should be maintained in the volunteers' personnel file.
- **Labour Disruption:**
In the event of a strike, volunteers should not be asked or expected to cross the picket line.