



THE FRIENDS OF PRESQU'ILE PARK POLICIES & PROCEDURES

Policy Name: VOLUNTEERS

Reference: 016

POLICY

The Board of Directors is responsible for ensuring volunteers have a safe, enjoyable and rewarding experience with The Friends of Presqu'ile Park. Volunteers are directed to the Volunteer Pamphlet for information regarding volunteering with us.

Our volunteers are vital to the success of the organization.

Volunteers support The Friends of Presqu'ile Park by giving their time to carry out roles which have been agreed with the organization. The volunteering relationship is based on trust and does not involve the obligations associated with employment.

The Volunteer Coordinator manages volunteers on behalf of the Board of Directors.

This policy does not apply to employees, contractors or student interns.

PROCEDURES

Volunteer Roles

1. The Board of Directors will determine roles, authorities and responsibilities for volunteer positions.
2. The Volunteer Coordinator will select and schedule suitable volunteers for each position as needed.

Project Leader Role

1. Project leaders are responsible for coordinating new and ongoing requests for volunteers with the Volunteer Coordinator.
2. Project leaders are responsible for tasking volunteers on their projects.
3. Project leaders will have volunteers sign in when working on projects inside the Park and will forward the sign in sheets to the Volunteer Coordinator at the end of the project.



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Recruitment

1. New volunteers are informally interviewed by the Volunteer Coordinator to ensure the volunteer applicant is suitable for the role.
2. The Volunteer Coordinator will base selection on the ability of each applicant to fulfil the role concerned, taking into account the safety of all parties, our reputation and the organization's need. We value diversity and will not decline an applicant except for suitability to the role or need.
3. Volunteer applicants may be declined by the Volunteer Coordinator.
4. Volunteer applicants under age 18 will not be accepted without parental consent and volunteers under age 16 must be accompanied by a responsible adult while volunteering.
5. A Vulnerable Sector Check is required for certain volunteer positions under the Vulnerable Sector Background Check policy. This check is required before the volunteer is accepted to the position. In such cases, the Volunteer Coordinator will only accept a clean report dated within the last 3 years.
6. The volunteer applicant must sign an acknowledgement that they understand and agree to the policies and rules of The Friends of Presqu'ile Park.
7. The Volunteer Coordinator will retain the volunteer acknowledgement forms in accordance with the Documentation Retention policy.

Succession Planning

1. The Chair of the Board of Directors will manage succession planning for the board, officers and other key roles.

Induction and Retention

1. The Volunteer Coordinator will arrange task and safety orientation for new volunteers through appropriate project leaders.
2. Volunteers may be relieved of volunteering responsibilities at the discretion of the Board of Directors.
3. The Volunteer Coordinator will maintain a list of volunteers and their roles. This list will be maintained in accordance with the Privacy policy.

Identification

1. The Volunteer Coordinator will provide a name badge to every volunteer.
2. Volunteers must wear a Friends of Presqu'ile Park name badge while volunteering with the public.



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Recognition

1. Volunteers do not receive payment, services or gifts in return for their contribution. Exceptions are made for approved events and Park programs when some services or gifts are offered at no or reduced charge such as: beverages or meals, a hat or similar item of apparel, door prizes, day or seasonal passes, or camping spots.
2. The Board of Directors may recognize outstanding volunteer contribution through awards such as the John Cole Award or Life Membership.
3. The Board of Directors may approve special recognition always weighing the value of special recognition against the principle of equity to other volunteers.

Expenses

1. Out of pocket volunteering expenses are normally paid by the volunteer.
2. The cost of Vulnerable Sector Checks required by The Friends of Presqu'ile Park will be reimbursed by The Friends of Presqu'ile Park.
3. Any request to have expenses paid by The Friends of Presqu'ile Park must be approved by the Board of Directors in advance of the expenditure.

Problem Resolution

1. Volunteer complaints or concerns are resolved by the project leader.
2. If the project leader is unable to resolve the issue, then it is escalated to the Board of Directors for resolution.

Tracking Volunteer Contribution

1. The Volunteer Coordinator will maintain an annual total of volunteer hours for submission to the Presqu'ile Park.