



FORTFRANCES

3.40 - VOLUNTEER POLICY

POLICY

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1. OVERVIEW

This policy outlines the roles, responsibilities, and expectations for volunteers engaged in municipal programs and services. It ensures a consistent, inclusive and respectful approach to volunteerism, enhancing civic engagement and community well-being.

2. SCOPE

This Policy applies to all Town of Fort Frances volunteers who provide support to the Municipality in a volunteer capacity. It does not include Committees of Council, Volunteer Firefighters, or any volunteers who receive payment. External organizations partnering with the Town may participate in volunteer recruitment or programming, but all volunteers must be approved, trained and supervised under the Town's Volunteer Policy to be eligible for insurance coverage.

3. DEFINITIONS

- **Volunteer:** An individual who freely offers their time and service without monetary compensation.
- **Town Representative:** A Staff member or official responsible for supervising or coordinating volunteers
- **Criminal Record Check:** A search of police records for a person's criminal history, which may include a Vulnerable Sector Check when working with vulnerable persons.
- **Supervisor:** A designated municipal staff person responsible for overseeing and supporting the volunteer's role and responsibilities.
- **Vulnerable Person:** Individuals who, because of age, disability or other circumstances, are in a position of dependency or at greater risk of harm (e.g., children, seniors, persons with disabilities)

4. PRINCIPLES

The following principles guides all volunteers:

- **Inclusivity:** Volunteers are welcomed regardless of age, ability, background, identity, in accordance with the Ontario Human Rights Code.
- **Safety:** The Town of Fort Frances will provide a safe and healthy working environment for all volunteers.
- **Accountability:** Volunteers are expected to act in a responsible, ethical and professional manner and expected to adhere to all policies and procedures under the Town of Fort Frances.

- **Recognition:** Volunteers will be acknowledged and appreciated for their contributions.

5. ELIGIBILITY AND CRITERIA

Volunteers must:

- Be at least 14 years old (parental consent required under 18)
- Complete a volunteer application form
- Sign a waiver and confidentiality agreement, and follow municipal policies
- Undergo a Criminal Record Check and/or Vulnerable Sector Check where required by the role

6. RECRUITMENT AND SELECTION

Those interested in volunteering for the Municipality may apply with our application form. Resumes and cover letters may be included with the application if relevant.

Interested individuals may be asked to

- Participate in an informal interview
- Provide references or complete a background check, depending on the role
- May be required to sign a confidentiality agreement depending on their role and level of access to information

Volunteer placement will be based on:

- The individual's interests and availability
- Skills and experience relevant to the role
- The needs of the department or program

Departments may:

- Accept or decline volunteer applications at their discretion
- Assign volunteers to roles that best align with Town needs and the volunteer's strengths

7. VOLUNTEER SCREENING

Screening is an ongoing process designed to protect both participants and volunteers. The volunteer screening process would only apply to medium and high-risk identified opportunities which could be subject to additional requirements.

8. ORIENTATION AND TRAINING

Volunteers will receive:

- Orientation to the Town, its volunteer policy and role expectations
- Training on confidentiality, safety and any relevant procedures
- Information on who to contact for support and supervision

9. RESPONSIBILITIES

Volunteer Responsibilities

- Adhere to the Volunteer Policy and any applicable procedures
- Maintain confidentiality and respect the privacy of others
- Follow instructions and work in a safe, respectful manner
- Report any incidents or concerns to their supervisor

The Town of Fort Frances Responsibilities

- Maintain records of volunteer service (e.g., hours, roles, training)
- Ensure volunteers are covered under municipal liability insurance only when acting within their assigned duties
- Provide supervision and a safe working environment
- Supply volunteers with necessary information and support

10. RISK MANAGEMENT AND INSURANCE

- Volunteers are covered under the municipality's general liability insurance while performing approved duties under supervision
- Volunteers are not covered for personal injury or accident under municipal policy and will be required to sign a waiver acknowledging this
- Volunteers should be given time to read and understand them, and a signed copy must be retained by the municipality
- Background screening (including Criminal Record Checks and Vulnerable Sector Checks) may be required for higher-risk roles or those involving vulnerable persons
- Volunteers shall not perform duties beyond their assigned scope without approval

11. DISCIPLINE AND DISMISSAL

- The Town of Fort Frances reserves the right to dismiss a volunteer for (including but not limited to):
 - Breach of confidentiality or municipal policies
 - Inappropriate or unsafe behaviour or disrespectful behavior
 - Failure to fulfill agreed-upon responsibilities
 - Harassment or discrimination
- The Town of Fort Frances may also discontinue a volunteer role or program at any time due to changes in operational needs or program structure.

12. VOLUNTEER EXPENSES

- Volunteers serve without compensation. In some cases, pre-approved expenses related to volunteer activities (such as mileage or supplies) may be reimbursed in accordance with municipal policies. All expenses must be authorized in advance by a supervisor.