

Council Policy C090

15 - Recreation & Cultural Services

## Volunteer Program

Effective Date: January 23, 2017  
Last Revised: March 8, 2022

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### 1. Policy Statement

The City of Pitt Meadows is committed to providing positive and meaningful experiences for volunteers. The Volunteer Program is intended to enhance City programs, events and services, and provide opportunities for citizens to engage and connect with their community.

### 2. Purpose

The purpose of this policy is to outline the relationship between the City of Pitt Meadows and Volunteers, and to establish consistent practices and guidelines for programs, services and events that engage these volunteers. The Volunteer Program is not intended to displace City employees or direct external volunteer organizations, groups and societies.

### 3. Scope

The City of Pitt Meadows Volunteer Policy and Guidelines shall apply to all Volunteers, including Day of Volunteers.

### 4. Exclusions

This policy does not apply to volunteers of Council appointed Committees, the Pitt Meadows Fire & Rescue Service, or to external community volunteer organizations, groups and societies, unless they also volunteer with City programs, services and events.

### 5. Policy

The City relies on the support of volunteers in many different roles. In order to create a program that is beneficial to both the City and the individual, Council has delegated the necessary authority to staff to:

- i. Interview each candidate for suitability;
- ii. To adopt volunteer screening policies and practices that will manage risk, enhance program delivery and accountability, and protect both community members and organizations from harm;
- iii. Provide support, training and safety measures for each role;
- iv. Establish guidelines for the volunteer program.

### 5.1. Definitions

In this policy,

- (a) **City** means City of Pitt Meadows
- (b) **Staff** means an employee of the City of Pitt Meadows
- (c) **Volunteer** means any individual who is registered through the City's volunteer software and, who freely offers their time, energy and skills without compensation, to the mutual benefit of the City and themselves.
- (d) **Day of Volunteer** is volunteer who is not registered as a City Volunteer, but, who wishes to volunteer for a City run program, event or service on a one day basis, and, who freely offers their time, energy and skills without compensation, to the mutual benefit of the City and themselves.
- (e) **Volunteer Software** means the application with which volunteers register to become a volunteer and where opportunities to volunteer within the City are advertised.

### 5.2. Roles and Responsibilities

- i. The Special Event and Volunteer Coordinator will oversee the Volunteer Program, intake applications, interview volunteers, and oversee the submission of Police Information Checks. The Volunteer Coordinator will then forward volunteer information to the appropriate supervisor for follow up in specific areas (i.e. Parks, Recreation, Sports etc).
- ii. The Manager of the Emergency Program or designate, will oversee the volunteers within the Emergency Support Services (ESS) program, intake ESS volunteer applications, schedule Police Information Checks, orientation and training for ESS programs.

### **5.3. Prohibitions**

Volunteers without a completed and/or negative Police Information Check must not:

- a. Work with vulnerable persons as part of their primary volunteer responsibility and/or tasks;
- b. Volunteer in emergency response situations;
- c. Have access to City financial resources including cash floats.

For their safety, Volunteers must not:

- a. Have access to City records or sensitive information;
- b. Carry out assigned volunteer duties for extended periods of time without direct Staff supervision;
- c. Volunteer in their assigned position without wearing volunteer identification;
- d. Have access to City property and equipment for extended periods of time without direct Staff supervision.

### **5.4. Procedures and Guidelines**

Guidelines pursuant to this policy describe the requirements and restrictions applicable to the Volunteer Program and Volunteers.

#### **5.4.1 Volunteer Age Guidelines**

The following Volunteer Age Guidelines apply to all City Volunteers.

- i. Persons aged 13 and under are eligible to volunteer if they are accompanied by their parent or legal guardian,
- ii. Any persons under 18 years of age will be required to have their parent or legal guardian sign a parental consent form to be eligible to volunteer.

#### **5.4.2 Volunteer Application and Screening Process**

Volunteers will be required to:

- i. Submit a Volunteer Application Form and profile through Better Impact, the City's online volunteer portal;
- ii. Successfully meet the requirements for the Volunteer Age Guidelines;
- iii. Sign a City Volunteer Agreement;

- iv. Participate in a volunteer interview and orientation;
- v. Police Information Checks are mandatory for all City volunteers and must be re-submitted bi-annually, or upon request.

Staff will work to streamline the process for volunteer applicants by planning year round interview and orientation opportunities; providing group or individual orientation options, and where appropriate, offering the orientation at the beginning of a volunteer's shift.

## 6. Related Policies

Other related policies include:

- (a) Respectful Workplace Policy C101