

Title: VOLUNTEER POLICY		Number: 0112
Reference: Public Services – June 13, 2000	Adopted by City Council: June 19, 2000	Supersedes: June 29, 1987
Prepared by: COMMUNITY DEVELOPMENT DEPARTMENT		

STATEMENT

THE CITY OF MEDICINE HAT SUPPORTS THE NEED AND UTILIZATION OF VOLUNTEERS TO ENRICH AND ENHANCE PROGRAMS AND SERVICES AVAILABLE TO THE COMMUNITY AND ITS CITIZENS.

PURPOSE

1. The City believes in the importance of volunteers in support of the delivery of services and programs provided in the community.
2. The City is committed to the use of volunteers, both within the City structure, as well as in the community.
3. The City believes in the importance of a consistent approach by all its dependents in the utilization, recruitment, training and recognition of volunteers.
4. The City acknowledges the contribution of volunteers within the community and is committed to their recognition and support through special privilege or award, as contained within the Volunteer Policy.

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1. DEFINITIONS

1.01 Volunteer

Citizens who freely give of their time and talents to the programs/services sponsored by the City of Medicine Hat. These include program volunteers and volunteers who are appointed to City advisory boards/committees/commissions.

1.02 Years of Service

To be defined in accordance with the duties and time commitment outlined in the assignment description for each volunteer position.

1.03 Assignment Description

A written statement outlining the title, general description, duties, qualifications, resources and benefits associated with a specific volunteer position.

1.04 Volunteerism in Action Association (VIAA)

A community inter-agency network committed to the promotion and co-ordination of volunteerism in Medicine Hat.

1.05 Recognition

An approved method of acknowledging the contributions of volunteers. (See also the Recognition of Outstanding Medicine Hat Citizens Policy)

2. RESPONSIBILITIES

2.01 City Council

- (a) Approve/amend changes to the Volunteer Policy.
- (b) Support volunteerism in the community at large.

2.02 Board of Commissioners

- (a) Recommend policies relating to corporate volunteers and service clubs/community group contributors.
- (b) Approve procedures relating to corporate volunteers and service clubs/community group contributors.

2.03 Commissioner

- (a) Ensure that the health and safety liability issues are corporately considered for volunteers.

2.04 General Managers

- (a) Ensure the department and its personnel comply with the requirements of this policy and accompanying procedures.
- (b) Maintain liaison with its respective unions/associations regarding the use of volunteers.
- (c) Initiate the recognition of service clubs/community agencies who make contributions towards City facilities/programs. (See Section 3.02c)
- (d) Ensure positive dialogue and understanding between staff and volunteers regarding their respective roles.

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2.05 Manager/Superintendents

- (a) Formalize and standardize the recruitment, training, orientation and evaluation of program volunteers. This does not include members of volunteer advisory boards/committees/commissions.
- (b) Ensure that volunteers are carefully oriented regarding the confidentiality of the information and the responsibility of Council and administration for media relations.
- (c) Initiate the appropriate recognition of volunteers. (See Section 3.02)
- (d) Co-ordinate and evaluate the provisions of the Volunteer Policy.

3. PROCEDURES

3.01 Privileges

Wherever applicable, volunteers will enjoy the following privileges:

- (a) Knowledge of volunteer opportunities within the City.
- (b) Consideration for attendance at appropriate seminars, workshops, etc.
- (c) Appropriate orientation, training and in-service.
- (d) A City volunteer name tag and business cards (committee members only) through the City Clerk Department.
- (e) A letter of reference upon request.
- (f) Limited liability insurance coverage, as well as worker's compensation, while performing any duty on behalf of the City, subject to the terms and conditions of the respective insurance and worker's compensation policies.

3.02 Recognition

Whenever applicable, volunteers will enjoy recognition according to the following guidelines:

- (a) Program Volunteers – will be suitably recognized by the respective Program Manager.
- (b) Appointed Volunteers – will be suitably recognized through the City Clerk Department in consultation with City Council.
- (c) Service Clubs/Community Groups – contribution towards City facilities/ programs will be recognized as deemed appropriate.