



Policy Type:	Volunteers	Policy Number:	VOL-01
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The OV-CAOS volunteer program creates opportunities for members to actively contribute to the organization's vision of a world where the arts are woven throughout the fabric of daily life. OV-CAOS welcomes volunteers to participate in the activities of the organization, while performing a valuable service to the community. This volunteer policy provides guidance and direction to management, staff, and volunteers. [Whenever OVCAOS has a volunteer program this policy will apply.](#)

Section 1: Scope

1. Volunteers are recruited by the organization to enrich and enhance programs and services, or to free skilled paid organization staff for other duties. Volunteers do not substitute for or replace paid employees.
2. The policies apply to all volunteers in all programs (i.e. at exhibits, workshops or special events).

Section 2: Responsibility for the program

1. The Artistic Director(s) or Volunteer Program Manager oversees and coordinates the volunteer program by:
 - a) planning for effective volunteer deployment
 - b) assisting staff in identifying productive and meaningful volunteer assignments
 - c) recruiting suitable volunteers
 - d) training staff to supervise volunteers effectively
 - e) managing corrective action of volunteers
 - f) tracking and evaluating the contribution of volunteers to the organization through statistical data, feedback from employees, volunteers, and community input
 - g) officially recognizing volunteers for their contributions
 - h) maintaining liaisons with other volunteer programs and organizations in the community
2. A system of records is maintained on each volunteer. Volunteer records shall be accorded the same confidentiality as paid staff personnel records.
3. The organization will take responsibility for ensuring that liability insurance covers volunteers.

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Section 3: Volunteer Position Descriptions

1. Opportunities for volunteers are proposed by staff to the Volunteer Program Manager or Artistic Director(s).
2. Written requests include a description of the volunteer assignment, duration of assignment and a proposed start date. All staff should understand that successful recruitment of volunteers is enhanced by creative and interesting jobs.
3. Position descriptions are developed in consultation with staff before proceeding with recruitment.
4. Position descriptions include a title, a summary of the assignment, a list of responsibilities, qualifications and benefits, any training requirement, the time commitment needed for the assignment, and the name of the supervisor to whom the volunteer reports.
5. The organization's volunteer position descriptions are reviewed and updated at least every three years or whenever a position substantially changes.

Section 4: Tasks that may be performed by volunteers

1. Volunteers will not perform any task or duty for which a license or certification is required if the volunteer does not possess such license or certification.
2. Volunteer tasks may include but are not limited to:
 - a) special projects
 - b) assistance at events or workshops
 - c) assistance with communications and promotions

Section 5: Eligibility for Volunteering

1. The term "volunteer" refers to a person who performs services for the organization without compensation or expectation of compensation (beyond reimbursement for pre-approved specified expenses) and, who performs a task at the direction of, and on behalf of, the organization.
2. The organization also accepts community members as volunteers who are participating in student projects, corporate volunteer programs, and other volunteer referral programs.
3. The service of paid staff members as volunteers is accepted provided that the volunteer service is:
 - a) initiated by the staff member
 - b) provided voluntarily
 - c) involves work that is outside the normal scope of duties and working hours for that staff member
4. Family members of paid staff can volunteer with the organization but will not be placed under the direct supervision of their family members who are employees.
5. The minimum age requirement for volunteers is 14. For positions that require handling of money or supervision of children, volunteers must be at least 16 years of age.

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Section 6: Recruitment & Assignment

1. Volunteers are recruited on a proactive basis with the intent of broadening and expanding the involvement of the community in the organization.
2. Applications to volunteer are also given appropriate consideration.
3. Volunteers are interviewed or questioned to ascertain their suitability for, and interest in, an assignment prior to being assigned. The interview determines the qualifications of the volunteer and his/her commitment to fulfill the requirements of the assignment. The interview should also answer any questions that the volunteer has about the organization and the assignment.
4. A reference check may be made if appropriate for the volunteer assignment.
5. Volunteers in certain assignments may be asked to submit a police records check. This cost will be paid by the organization. Volunteers who do not agree to the background check may be refused placement.
6. No volunteer will begin their assignment until they have been officially accepted for that position and have completed all necessary screening as determined by the Volunteer Program Manager. At the time of final acceptance, each volunteer must have submitted a volunteer application and received a copy of his/her volunteer position description.
7. Volunteers normally perform their duties in the presence of at least one paid staff member. Each volunteer will have a specific staff member to whom they report and who will be responsible for day-to-day support and direction.
8. All volunteer placements begin with a 30-day probation period. During this time, the Volunteer Program Manager will support the volunteer with periodic informal check-ins. As well, it is the responsibility of the volunteer to inform the Volunteer Program Manager of any issues of concern. At the end of the probationary period, a formal interview between the Volunteer Program Manager and the volunteer may take place to evaluate the extent to which the objectives of both the organization and the volunteer are being satisfied.
9. The organization strives to meet volunteer expectations and offer a satisfactory volunteer experience for both parties. However, it may be deemed necessary to explore options such as renegotiating terms of the assignment, reassignment, referral to another organization, or placement termination.
10. Volunteers who are at any time reassigned to a new position will be interviewed for that assignment and receive all appropriate training for success before they begin.

Section 7: Orientation and Ongoing Training

1. Within the first three (3) months of becoming a volunteer, all volunteers are required to attend a general orientation session on the nature, purpose, and mission of the organization and on the volunteer program; and, will be given a tour of the organization.
2. Volunteers receive training to provide them with information on:
 - a) knowledge and skills necessary to perform their volunteer assignment
 - b) the operation of the program or service to which they are assigned
 - c) the purpose and requirements of the assignment
 - d) hazards that may be encountered
3. Volunteers are required to complete training mandated by legislation. Additional training may be made available to volunteers such as attendance at conferences and workshops that are relevant to their volunteer assignment.

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Section 8: Responsibilities of Volunteers

Volunteers should actively perform their duties to the best of their abilities, and remain loyal to the mission, policies and procedures of the organization.

1. Volunteers are responsible for maintaining the confidentiality of all privileged information to which they are exposed while serving as volunteers, whether this information involves staff, volunteers, artists or other persons, or involves overall organization business. Failure to maintain confidentiality could result in immediate dismissal.
2. Volunteers should understand that the organization may at any time, for whatever reason, decide to end the volunteer relationship. As well, the volunteer may at any time, for whatever reason, decide to sever their relationship with the organization. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
3. When expecting to be absent from scheduled duty, the volunteer should inform their staff supervisor in advance so that a replacement may be found. Continual absenteeism will result in a review of the volunteer's placement.
4. Volunteers must obtain approval from appropriate staff prior to taking any action or making any statement that might affect or obligate the organization. These actions may include, but are not limited to, public statements to the media, lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations.
5. Volunteers are responsible for presenting a good public image and must dress appropriately for the conditions and performance of their duties. Volunteers must wear their volunteer identification badge while performing their assignments, as needed.
6. Volunteers are expected to submit all timesheets and any other information to the Volunteer Program Manager in a timely and accurate fashion. Capturing accurate statistics is important to maintaining the volunteer program.
7. Volunteers must be covered by their own vehicle insurance where their assignment involves the use of a vehicle. Volunteers are responsible for their own parking tickets and fines incurred during volunteer assignments.

Section 9: Dismissal

1. Volunteers who do not adhere to the policies and procedures of the organization or who fail to satisfactorily perform their assignments may be dismissed.
2. While on OV-CAOS property and/or while performing volunteer activities on behalf of the organization, volunteers are expected to maintain a professional level of behaviour. If the behaviour of the volunteer is deemed to drop below acceptable standards, the Volunteer Program Manager or supervisor will give a warning to the volunteer to improve performance. If the volunteer's performance has not improved during a given time period, the volunteer will be dismissed from the program.
3. Grounds for immediate dismissal include, but are not limited to:
 - a) insubordination
 - b) unwillingness or inability to support and further the mission of the organization
 - c) theft of organization property
 - d) illegal, violent or unsafe acts
 - e) abuse or mistreatment of organization members or co-workers
 - f) smoking in unauthorized areas
 - g) being under the influence of alcohol, cannabis or other intoxicants
 - h) being under the influence of, possessing, selling or otherwise being involved with illegal drugs
 - i) behaviour that would be construed as harassment