



VOLUNTEER POLICIES & PROCEDURES MANUAL

Community Care of West Niagara

**All Policies Approved
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INTRODUCTION TO VOLUNTEERING

100 THE VOLUNTEER PROGRAM AT COMMUNITY CARE OF WEST NIAGARA

Purpose and Utilization of Volunteers

The achievement of the goals of this agency is best served by the active participation of residents in our community. To this end, CCWN accepts and encourages the involvement of volunteers at all levels of the agency and within all appropriate programs and activities. Volunteers however, will not be utilized to displace any paid employees from their positions.

These policies provide guidance and direction to staff engaged in volunteer involvement and volunteer management efforts. They do not constitute a binding contractual or personnel agreement. Any changes or exceptions from these policies may only be considered by the Executive Director, in consultation with the Board of Directors.

Scope

Unless specifically stated, these policies apply to all non-elected volunteers in all programs and projects undertaken on or behalf of Community Care of West Niagara, including all sites and sections of the operations.

These policies are intended to support and complement the already established policies in the Operations Policies and Procedures Manual. (i.e. confidentiality, conflict of interest, complaints, anti-violence and harassment, code of conduct, discipline, dismissal, dress code, etc.).

Definition of Volunteer

A “volunteer” is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of, and on behalf of CCWN. A “volunteer” must be officially accepted and registered by the agency prior to performance of the task. Unless specifically stated, volunteers will not be considered as employees.

Service at the Discretion of CCWN

Volunteers are accepted into the program with the understanding that service is at the sole discretion of CCWN. Volunteers agree that from time to time, CCWN may, for whatever reason, decide to terminate its relationship with the volunteer. It is also understood that from time to time, for whatever reason, a volunteer may decide to terminate their relationship with CCWN.

101 EMPLOYEES AND FAMILY MEMBERS AS VOLUNTEERS

The agency accepts the services of staff as volunteers. This service is accepted only if the volunteer service is provided totally without any coercive nature, involves work which is outside the scope of normal staff duties, and is provided outside of usual working hours.

Family members of staff are allowed to volunteer with CCWN. When family members are enrolled as volunteers, they will not be placed under the direct supervision of their family who are employees.

102 CLIENTS AND THEIR RELATIVES AS VOLUNTEERS

Registered clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict of interest with provision of services to the client or to others.

Relatives of clients may also serve as volunteers, where such service does not constitute an obstruction to or conflict of interest with provision of services to the client or to others. Relatives will not be placed in a position of direct service or relationship to members of their family who are receiving services.

Volunteers are accepted into the program with the understanding that service is at the sole discretion of CCWN.

103 TWO HAT VOLUNTEERS

Active members of Community Care of West Niagara's Board of Directors are accepted to serve as direct service volunteers with the agency.

104 SPECIAL CASE VOLUNTEERS

Community Care of West Niagara may consider accepting as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. These will be considered on a case by case basis and in each of these cases, a specific agreement will be put in effect with the organization, school, or program from whom the special case volunteers originate and must identify responsibility for management and care of the volunteers.

MANAGEMENT

200 VOLUNTEER MANAGEMENT

The following illustrates the key roles, responsibilities and accountabilities within Community Care of West Niagara towards its volunteers. This policy aims to ensure that volunteers are effectively involved and able to contribute to the mission and programs of the organization.

Designated Staff Member: The designated Staff member will oversee all screening and onboarding of new volunteers. The designated Staff member is to liaise with other staff members, and volunteer supervisors (if appropriate) to determine highest areas of volunteer need within CCWN day to day operations. Additionally, this staff member will:

- Engage new and current volunteers (meetings, presentations, phone calls, etc.)
- Facilitate volunteer orientation and training
- Ensure volunteers track and report their hours
- Tracks and compiles volunteer hours into spreadsheets, and/or electronic database
- Maintain confidential volunteer files

Volunteers as Volunteer Supervisors: A volunteer may act as a supervisor of other volunteers, provided that the supervising volunteer is under the direct supervision of a paid staff member.

Staff Members: All CCWN staff members will proactively support an environment and culture for meaningful volunteer involvement. Staff will:

- Foster healthy relationships with volunteers as partners in service
- Identify volunteer roles and agency needs
- Outline volunteer positions
- Assist the designated Staff member with orientation and role training
- Report missed shifts or cancelations
- Report volunteer misconduct or other concerns/grievances

Executive Director: The Executive Director ensures policies are followed by the designated Staff member, staff, and volunteers; and may assist and support with:

- Conflicts of Interest
- Complaints
- Discipline and Dismissal
- Screening

Board of Directors: The Board of Directors will ensure policies and procedures outline an effective volunteer program where volunteer involvement is seen as a core function of CCWN. The Board may also be called upon to assist with complaints, and dismissals.

ONBOARDING

300 VOLUNTEER SCREENING AND SELECTION

Purpose

Community Care of West Niagara aims to attract and select eligible, qualified and committed individuals to volunteer in our programs and special events.

This Policy outlines a structured process to identify candidates possessing skills, expertise and competencies that align with the organization's mission and needs. It involves defining needs, recruiting, screening, selecting, and onboarding, ensuring a consistent approach throughout.

Community Care of West Niagara endorses Volunteer Canada's 2012 edition of the Screening Handbook created on behalf of Public Safety Canada. This handbook lays out the steps of screening and provides information and resources that have guided Community Care of West Niagara's screening and selection policies.

301 VOLUNTEER NEEDS ASSESSMENT

A needs assessment is carried out by staff members of Community Care of West Niagara, on a routine basis, to determine the agency's ever-changing needs for volunteer support. Objectives and specific circumstances of the volunteer role will ensure the skills and abilities needed for the position are pre-determined prior to volunteer assignment.

Decisions about volunteer assignment will be made based on the essential skills and capability of the individual, as well as agency need.

302 VOLUNTEER POSITIONS

A variety of active and ongoing volunteer positions are available at CCWN throughout the year. Position descriptions are developed in an effort to clearly articulate requirements, scope and responsibilities. They are aimed at supporting the needs identified during the staff assessment, and are provided to the volunteer upon selection.

Position outlines will be made readily available to all volunteers to reference during their time at the agency. A few examples may include:

- | | | |
|---------------------------------|---------------------|----------------|
| • Bottle Recycling | Clothing Room | Food Room |
| • Office/Administrative Support | Vineland Office | Special Events |
| • Community Ambassador | Warehouse/Inventory | |

303 VOLUNTEER RECRUITMENT

Recruitment of Minors

Individuals 14 years and over will be considered for volunteer opportunities with CCWN.

Volunteers that have not reached the Ontario Age of Majority (18 yrs) must have the written consent of a parent or guardian to volunteer with CCWN.

Minors under 14 years, in addition to the above, must be accompanied by an adult over the Ontario Age of Majority (18 yrs) while performing their volunteer activities.

The volunteer service assigned to a minor will take into consideration responsibility, skill, and other factors required to perform the role. The minor will work in a non-hazardous environment and in compliance of Provincial and Federal child labour laws.

Messaging

To encourage volunteers to act and become involved, a focus is placed on positions that need to be filled, volunteer position descriptions, the nature of the opportunity, the potential benefits to the volunteer and ultimately the clients we exist to serve.

Broad Recruitment

Broad recruitment refers to the process of attracting a large number of volunteers in a short amount of time. This method of recruitment typically attracts one-time volunteers, and does not require individuals to undergo an extensive screening process.

Volunteers may be recruited by various means including: word of mouth, news articles, website applications, presentations to special interest groups, school/community partnerships or general calls to action on social media.

Targeted Recruitment

Targeted recruitment refers to onboarding volunteers with specific skills or interests. These volunteers agree to a specific time commitment, are assigned a direct role, and undergo the full screening process.

Volunteers are recruited in this manner in a variety of ways including: direct invitation, general outreach, website postings and expressions of interest in specific interests or skills, social media postings, contact with professional associations as examples.

304 VOLUNTEER APPLICATIONS

All potential volunteers complete a standard application form provided by Community Care of West Niagara. A volunteer's personal information is collected for the following purpose:

- To provide an effective volunteer program, service, or activity. This includes recruiting volunteers and establishing, managing, and terminating the volunteer relationship.
- Maintain statistics or evaluate recruitment strategies.
- Maintain contact with volunteers to ensure coverage of shifts and responsibilities and updating volunteers of new and different opportunities.
- Accommodate volunteers with disabilities, illnesses and/or injuries.

Event Registration

Some special events may require a separate application/registration form be filled out. These registration forms may be found on the CCWN website, or can be emailed/distributed as needed.

305 VOLUNTEER INTERVIEWS

The designated CCWN Staff member will screen applications and identify qualified candidates for interviews based on the identified needs.

The designated Staff member will:

- Develop interview questions, onboarding criteria and processes and determine which available volunteer position(s) is/are the best fit for the individual.
- Schedule and conduct interviews for a mutually agreed date, time and location with the Team and individual candidates.

306 VOLUNTEER REFERENCES AND BACKGROUND CHECKS

Volunteers will provide at least 2 references for the designated Staff member to contact. Community Care of West Niagara may also require volunteers to complete Police Background Checks as appropriate.

Community Care of West Niagara may require a completed Criminal Record Check or Vulnerable Sector Clearance from applicants as part of the screening process. Some volunteer positions place candidates in a position of trust whereby they interact with vulnerable members of our community (including children), and have access to sensitive information related to their family situations, living conditions, income/debt status, etc.

The cost of this check, if there is one, will be paid by the volunteer. Community Care of West Niagara must see the *original* clearance and a copy is to be retained in the confidential volunteer file. If the related costs for the check pose a barrier to volunteering, the designated Staff member will consult the Executive Director for potential avenues of support.

During the recruitment process and later, while a volunteer of Community Care of West Niagara, volunteers are expected to voluntarily come forward with information of any contact with a police department that may have a bearing on their continuation as a volunteer.

The contents of the Criminal Record Check or Vulnerable Sector Clearance reports do not necessarily prevent a volunteer from being selected. Presently, information regarding contacts with police that conclude without charges or convictions may appear in a Vulnerable Sector Clearance report and would warrant Board review.

Where the Vulnerable Sector Clearance report discloses a conviction, the nature and circumstances, along with references obtained from past employers, or rehabilitative and other efforts subsequently made by the candidate, may be taken into consideration by the Executive Director and Community Care of West Niagara's Board of Directors when making decisions.

If the individual is selected to volunteer with CCWN, a full explanation/reason is placed in their file. The use of information obtained through the Canadian Police Information Computer System does not contravene the Ontario Human Rights Code.

A "criminal background check" is a process of searching police records to determine if an individual has a criminal history, such as arrests, charges, or convictions.

A "vulnerable sector (VS) check" is a police background check for individuals seeking employment or volunteer positions with vulnerable people. It is a comprehensive check that includes criminal convictions, outstanding charges, and judicial orders, and it specifically checks for record suspensions (pardons) of sexual offenses. A "vulnerable person" is typically someone who is dependent on others due to age, a disability, or other circumstances, which includes children, the elderly, and disabled individuals.

307 VOLUNTEER CERTIFICATE OF ABILITY

Any potential volunteer who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer duties.

Volunteers under a course of treatment which might affect their volunteer work will not be accepted without written verification of suitability from their physician.

Any volunteer who, after acceptance and assignment by the agency, enters a course of treatment which might adversely impact upon the performance of their volunteer duties should consult with the designated Staff member.

308 VOLUNTEER APPOINTMENT

Once vetting is complete the successful candidate will be offered a position and, if accepted, a start date will be arranged with the new volunteer. The appointment of a volunteer will be confirmed by a letter of agreement stating the conditions of engagement including:

- Start date
- Volunteer Position(s)
- Identified supervisor
- Anticipated scheduled times and hours
- Acceptance of Community Care of West Niagara's Policies and Procedures
- Any other conditions which may apply

Volunteers will acknowledge the terms of volunteering by signing and dating the Volunteer Agreement. It is possible for the volunteer to be offered and agree to the appointment electronically (i.e. email) provided it contains the same information as the agreement. Once signed, the designated Staff member will file the agreement in the volunteer's office file, and/or electronic database.

309 VOLUNTEER PROFESSIONAL SERVICES

Volunteers acting on behalf of CCWN must receive permission from the designated Staff member first, and demonstrate they are authorized to perform professional services for which certification or licensing is required. They must be currently certified or licensed and provide copy of such certificate or license to be maintained in the volunteer's file.

310 VOLUNTEER ORIENTATION AND TRAINING

New volunteers will receive an onsite orientation tour and be provided training related to the position(s) they hold. Each volunteer will be required to read and understand related Policies and Procedures, which outlines the protocols associated with volunteering at Community Care of West Niagara. All active volunteers will be required to review the Policies and Procedures on an annual basis.

As appropriate, volunteers will have access to CCWN property and materials necessary to fulfill their duties, and will receive training in the operation of any equipment. Property and materials are utilized only when directly required for agency purposes. This may include access to and use of CCWN vehicles if eligible and upon approval.

During the volunteer's training shifts, volunteers and staff on shift will conduct regular check-ins to address challenges, fit, answer any questions, and provide additional training/support if needed. If the volunteer placement is not turning out to be a good fit, at the discretion of the designated Staff member, they may consider additional training, re-assignment or dismissal as appropriate.

311 FEEDBACK AND FOLLOW-UPS

Each volunteer will complete a review of their experience (1) month, or 10 shifts, after their first time on duty. with Community Care of West Niagara. In this review, the designated Staff member will invite the volunteer to provide feedback regarding their volunteer experience with CCWN. Follow-up meetings will be scheduled as needed to foster a positive and mutually beneficial relationship.

Volunteers will receive evaluations to review their work on an annual basis. The evaluation session is utilized to review the performance of the volunteer, to suggest any changes in work style, to seek suggestions from the volunteer on means of enhancing the volunteer's relationship with the agency, to convey appreciation to the volunteer, and to ascertain the continued interest of the volunteer in serving in that position. Evaluations should include both an examination of the volunteer's performance of position responsibilities and a discussion of any suggestions that the volunteer may have concerning the position or project with which the volunteer is connected. Records will be kept in the volunteer's confidential file.

SCHEDULING, ABSENTEEISM AND SERVICE TERMS

400 SCHEDULING OF VOLUNTEERS

Volunteers will be scheduled based on availability and the length and time commitment agreed upon with the designated Staff member. Schedules will be made each month and posted at both CCWN locations for reference. Scheduling will be done in person, or through electronic means, whichever is best suited to the volunteer. The volunteer will follow through on shifts in accordance to the agreed upon time commitments.

It is the responsibility of the volunteer to check the schedule and advise the designated Staff member of any changes that need to be made. Otherwise, the designated Staff member will anticipate the volunteer attend their agreed upon shift(s).

Signing In

All volunteers are required to sign in upon the start of their shift, indicating their name, the date and the time.

Signing Out

All volunteers are required to sign out upon the end of their shift, indicating their name, the date and the time.

Hours Worked

All volunteer hours will be tracked by the designated Staff member weekly using the sign-in/out sheets and may be included in the volunteer's file and/or electronic database.

Sign-in sheets will be collected at the end of each week and a new sheet will be placed in the Volunteer Communication Binder for the upcoming week.

401 VOLUNTEER SHIFT CANCELLATION AND ABSENTEEISM

Volunteers are integral to CCWN's day to day operations and as such, are expected to perform their duties on a regular scheduled and timely basis. If cancelling a scheduled shift is necessary, volunteers are encouraged to provide as much notice as possible (preferably 24-48 hours' notice) to allow time for addressing shift coverage. Continual absenteeism may result in a review of the volunteer's work assignment or possible dismissal. Leaves of absence may be granted to volunteers at the discretion of the designated Staff member and will not alter the agreed upon term of service.

402 LENGTH OF VOLUNTEER SERVICE TERM

All volunteer positions will have a set term of one-year, with an option for renewal at the discretion of both parties. All volunteer assignments will end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent.

Volunteers are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases, but may instead seek a different volunteer assignment within the agency, or may retire from volunteer service.

403 CCWN POLICIES AND PROCEDURES REVIEW

Policies and Procedures are to be reviewed by volunteers annually. Volunteers are required to attest by their signature upon completion of this review and advise the designated Staff member of completion. Proof of attestation will be retained in the volunteer's file.

404 VOLUNTEER RECORDS

An individual Volunteer Record will be maintained by the designated Staff member. This record will consist of all documents that form part of the volunteer agreement along with evaluations, registration forms, criminal record check and/or vulnerable sector clearance, confidentiality forms and copies of subsequent correspondence and records relating to changes in conditions and nature of the individual's volunteerism.

While CCWN holds physical volunteer files in a secure location at the Beamsville office. It is possible that some volunteer records may also be stored electronically by the designated Staff member. This software is password protected and all files will maintain confidentiality.

RECOGNITION

500 VOLUNTEER RECOGNITION

Purpose

Volunteers play an incredibly important role in the delivery of many vital programs offered by CCWN. This recognition policy ensures all volunteers are valued and have their efforts recognized by the agency.

A comprehensive recognition plan is balanced and will acknowledge participation, effort, and the volunteer's contribution towards goals and excellence in service. Recognizing participation and effort means that we acknowledge that showing up is a big deal. Volunteer recognition is a continuum that requires a variety of initiatives.

Individual Recognition

It is the responsibility of all staff who work with volunteers to regularly thank volunteers and acknowledge the valuable services they provide. This may be conveyed by showing respect and demonstrating inclusiveness, including volunteers in meetings, training and thanking volunteers regularly. If so desired by the volunteer, CCWN will provide confirmation of hours contributed, tasks and responsibilities undertaken, training attended etc.

Impact Reports

Volunteers will receive impact reports throughout the year that highlight the impact they have made during their time at the agency. This may be provided informally or formally and include information such as:

1. How many volunteer hours has been gifted
2. How many individuals were served over the course of a period
3. The total pounds of food received, shared, or otherwise stewarded
4. Any event outcomes that occurred during a given timeframe

Volunteer Social Media Spotlights and Posts

Photographs and videos of volunteers will be used routinely on CCWN social media outlets to showcase volunteer work and engagement.

Volunteers are required to provide written consent for use of testimonials, photos, videos and audio recordings before a CCWN staff member can use the content on public platforms. This information is to be kept in the volunteer file.

ANNUAL VOLUNTEER RECOGNITION

Good Citizen Award

Each year, through the Town of Lincoln, the designated Staff member, in consultation with CCWN staff and team, will nominate two individuals for the Good Citizen Award.

The Town of Lincoln's Good Citizen Award will be presented to a citizen who has selflessly given their time for the betterment of the Lincoln community. This award celebrates achievement, commitment and excellence in individuals/groups who have served the community through volunteerism or just being an outstanding citizen. Considerations include:

- Good citizen nominees must be a resident of Lincoln or complete their volunteer service within Lincoln
- Any private individual, organization or service group may submit a nomination
- Limit of 1 – 2 per nominations per organization
- Anyone who has received the award within the last three years is not eligible for nomination until that time has elapsed

Volunteer Birthdays

During the onboarding process, volunteers will be asked if they would like to have their birthday celebrated by the staff and team at CCWN, and to provide the day and month they were born if the answer is yes. Volunteer birthdays may be celebrated in the following ways:

- Birthday card or certificate, signed by all CCWN staff and volunteers
- Social gathering during the volunteers working hours, scheduled to enjoy refreshments with staff and other on-site volunteers

The designated Staff member will keep track of all volunteer birthdays in a way that is practical. If a volunteer does not celebrate birthdays, an alternative way of recognizing them will be determined on a case by case basis.

National Volunteer Week

National Volunteer Week (NVW) in Canada is an annual celebration held each spring to recognize the contributions of volunteers. During this period, volunteers will be thanked publicly and the CCWN staff and team will implement special measures of recognition that may include:

- Certificate signed by all CCWN staff
- Purchased token of appreciation
- Daily social media posts
- Newspaper advertisement
- Event/social gathering
- Press release
- Photographs
- Decorations on-site