

Title Volunteer Policy

Policy Number CPL-16-13

Policy Type Operational

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Purpose

The Caledon Public Library Board and Staff value the important role volunteers play within our organization. Volunteers actively contribute to the Library's vision of excellence in library service, not only by contributing their expertise, knowledge, and time but also by strengthening our link to the communities we serve.

This policy has been developed to support community volunteer participation, to define the roles and responsibilities for volunteers and to ensure the safety and security of clients, staff and volunteers.

Scope

This policy applies to volunteers in all programs and services authorized by and undertaken on behalf of the Caledon Public Library, with the exception of the Trustees of the Caledon Public Library Board and its committees and the Friends of Caledon Public Library.

Guidelines

A **volunteer** is a person who performs assigned tasks for the Caledon Public Library without wages, benefits, or compensation (including travel expenses) of any kind. Volunteers do not replace paid Library staff, but enhance and extend their services, and are not considered as employees of the Caledon Public Library. Volunteer positions include, but are not limited to those who assist with the Library's Teen Advisory Group, Visiting Library Services and the preparation for and delivery of programming or community-based events.

Volunteers may include, but are not limited to, individuals performing under Alternative Sentencing Orders, students required to perform community service as an education requirement, individuals participating in work programs provided by community health and social services agencies, and students requiring internships or cooperative placements.

Recruitment and Orientation

The supervision and coordination of volunteers is the responsibility of the relevant library manager or designate. The Library accepts the service of all volunteers with the understanding that such service does not constitute an obstruction to or conflict with the provision of library services to customers or others. Services may be staffed by volunteers only when such an arrangement will enhance the quality of library service.

- All volunteers are required to complete an application form prior to being considered for a volunteer position. Applications for [Teen Volunteer](#) and [Visiting Library Service Volunteer](#) positions are submitted electronically via the Library's website.
- All volunteers are required to abide by the terms of the Town of Caledon's Employee COVID-19 Vaccination policy, as officially adopted and endorsed by the Caledon Public Library Board, until such time that it is suspended or resinded by the Town.
- The minimum age requirement for volunteers is 12. Volunteers ages 12-17 are considered Youth Services Volunteers.
- In placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer, and to the requirements of that volunteer position. Potential volunteers may be interviewed to ascertain their suitability, interest and ability to undertake the position. The Library reserves the right to show due diligence in determining the appropriateness of an assignment for any volunteer.
- All volunteers will be given an orientation as appropriate and relevant to the role's policies, procedures, responsibilities and expectations. All volunteers will be required to complete mandatory training in advance of performing their volunteer duties.
- As per the Town of Caledon's Corporate Procedure related to the Volunteer & Cooperative Education Program, "if an applicant is selected for a volunteer opportunity they will be required to complete the Volunteer Commitment Package which includes":
 - Volunteer Program Commitment Form
 - Volunteer Waiver
 - Confidentiality Agreement
 - Privacy Waiver (Optional)
 - Town of Caledon Accessibility Training, Bill 168 Training, Violence in the Workplace Training and Safety Training as required for each position
- All volunteers, 18 years and over, will also be required to provide a satisfactory Vulnerable Sector Check prior to commencing their volunteer duties.
- Volunteers are to receive a copy of the *Caledon Public Library Volunteer Policy (CPL-16-13)* and *Caledon Public Library Accessibility Policy (CPL-16-14)* upon commencement of their assignment.

Volunteer Responsibilities

- Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information that they may be exposed to while serving as a volunteer whether this information involves single members of staff, volunteers, customers, or

other persons, or involves the overall business of the Library. Failure to maintain confidentiality may result in immediate termination of volunteer duties and/or other corrective action.

- Volunteers must be covered by their own vehicle insurance where their voluntary activity involves the use of a vehicle. Volunteers are responsible for all costs associated with the use of their vehicle and are liable for their own parking tickets and/or fines related to driving offenses.
- Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library, or to make changes in the nature of their volunteer assignment.
- When expecting to be absent from a scheduled volunteer duty, the volunteer should inform his or her staff supervisor in advance so a replacement can be found. Continual absenteeism will result in a review of the volunteer's placement.
- Volunteers are responsible for presenting a good public image, and must dress appropriately for the conditions and performance of their duties.
- Volunteers must obtain approval from appropriate library staff prior to taking any action or making any statement that might affect or obligate the library.
- The Library will, upon request from the volunteer, provide a letter of reference to the volunteer when appropriate. In the event of an opening for a paid position within the Library, volunteers who apply for the position shall be treated and evaluated on the same basis as all other external applicants.

Volunteer Termination

The Caledon Public Library Board reserves the right to at any time and for any reason to terminate a volunteer's relationship with the Library or make changes to the nature of the Volunteer assignment.

Related Documents:

- [Accessibility for Ontarians with Disabilities Act \(AODA\)](#) , 2005
- Caledon Public Library Accessibility Policy (CPL-16-14)
- [Occupational Health and Safety Act](#), RSO 1990