



## POLICY MANUAL

### Policy No. 107

Section:	Administration
Title	Volunteers

#### REASON FOR POLICY

To provide guidelines for the recruitment of and provision of skills development for North Vancouver Recreation and Culture Commission (NVRC) volunteers.

The principles upon which this policy is based are:

- Volunteers and the contributions they make through volunteering significantly enhance the quality of life, community spirit and recreational opportunities in North Vancouver.
- Volunteers are a valuable human resource requiring and warranting support and encouragement to maintain and develop their skills and to ensure their continued involvement in the provision of recreation opportunities.
- Volunteer opportunities provided by the NVRC will benefit both the organization and the personal aspirations, skills and motivations of the volunteer.
- The NVRC will continue to develop and provide support for volunteers and volunteer groups to ensure their continued involvement in recreation services and to develop this resource to its fullest.

#### POLICY

##### 1. Definition of Volunteer

A volunteer is an individual who contributes time and service to the organization without receiving payment.

##### 2. Types of Volunteer Positions and Relationships

- Registered Volunteer – includes those volunteers who have registered with the NVRC by way of a volunteer registration form, followed by an interview with staff and attendance at a NVRC orientation.
- Advisory Committee Volunteer – includes those volunteers who serve on a NVRC facility or program advisory committee.

##### 3. Recruitment

The NVRC strives to reflect the multicultural and diverse nature of the community served in the recruitment of volunteers.

#### 4. Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary information regarding our patrons (children, youth, seniors, adults, people with disabilities, families) to whom they are exposed while serving as a volunteer.

#### 5. Speaking on behalf of the Organization

While on assignment for the NVRC, volunteers will not represent themselves as other than a volunteer with the organization. Volunteers are not entitled to an action or statement that might significantly affect or oblige the organization, unless provided such authority by the Commission or designated staff person.

#### 6. Background Checks

Potential registered volunteers will be required to submit to a criminal record check prior to acceptance as volunteers. Individuals who refuse to comply with this request will not be accepted as volunteers.

#### 7. Recognition

The NVRC shall recognize registered and advisory committee volunteers in a manner that is appropriate and meaningful to the volunteers.

#### 8. Evaluation

Implementation of an evaluation process is important for a volunteer's growth, development, self-assessment, commitment to the organization and recognition. Registered volunteers will receive a written evaluation at the completion of their assignment. When appropriate, registered volunteers will participate in an evaluation session with the Volunteer Programmer. Evaluation of the impact of volunteers and the volunteer program will be completed annually to identify and recognize the outcomes and benefits of participation for both the organization and the volunteers.

#### 9. Volunteer Dismissal

The NVRC has the right to dismiss a volunteer and has the right to request a volunteer to leave the premises immediately.

#### AUTHORITY TO ACT

Authority to act is delegated to the Director of Recreation & Culture.

Original Approval Date:	July 13, 2000	Approved by:	Commission
Amended:	November 8, 2007	Approved by:	Commission