

## Volunteer Policy A021 V.04

**Purpose:** The purpose of this policy is to provide high-level information focused on The ArQuives volunteers. It outlines information about recruitment, roles and responsibilities, and termination.

**Scope:** This policy and related procedures apply to all The ArQuives volunteers and staff members who act on behalf of The ArQuives in carrying out their roles and responsibilities. This policy and associated procedures must also take into account other institutional policies into consideration.

Volunteers and staff are considered partners in implementing the mission and programs of The ArQuives, with each having an equal but complementary role to play. Both parties must understand and respect the needs and abilities of the other.

### Definitions

**Public:** For the purpose of this policy, clients, users, researchers, and the general public will be referred to as “the public.”

**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 The ArQuives. For the purpose of this policy, interns will be referred to as “volunteers.”

### Screening

1. Volunteers shall be recruited by The ArQuives on a proactive basis, with the intent of broadening and expanding the community’s volunteer involvement. Volunteers shall be recruited from all members of the LGBTQ2+ communities, including people of all genders, sexual orientations, ethno-racial backgrounds, abilities, and more. The sole qualification for volunteer recruitment shall be suitability to perform a task on behalf of The ArQuives.
2. Volunteers may be recruited through either an interest in specific volunteer positions or through a general interest in volunteering, which will later be matched with a volunteer position.
3. Volunteers must be over the age of eighteen.

4. A volunteer must be officially accepted and enrolled by The ArQuives prior to the performance of any tasks.
5. The ArQuives accepts volunteers participating in student community service activities, student intern projects; alternative sentencing or diversion programs; corporate volunteer programs; and other volunteer referral programs. In each case, a special agreement must be in effect with the organization, school, or program and must identify responsibility for volunteer supervision. Interns will also follow the guidelines set out in the Internship Guide.
6. The ArQuives will interview potential volunteers to learn about their interests and skills and to answer any questions. Any staff member who might be involved in supervising this potential volunteer should participate in the interview. If possible, the final placement of a volunteer must include consultation with the said staff member.
7. Accepted volunteers will officially accept the position in writing to the ED or the Volunteer Coordinator at the beginning of their placement. At this time, the volunteer will complete all necessary enrollment paperwork and, if relevant, will receive a copy of their job description.

#### **Volunteer Orientation and Training:**

8. All volunteers will receive a general orientation on the nature and purpose of The ArQuives (including the mission, vision, and values that guide the code of conduct and behaviour of all members of The ArQuives) and an orientation on the nature and operation of the program or activity for which they are recruited (from a staff or volunteer lead).
9. All volunteers must participate in Diversity and Inclusion training within one year of the start of their volunteer period. The ArQuives may implement additional mandatory training for volunteers to support cultural competency and for technical training as deemed necessary.
10. If needed, volunteers will receive training specific to their role, providing them with the information and skills necessary to perform their volunteer assignment.
11. If desired by the volunteer, The ArQuives can assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer. For example, staff can work with volunteers to create a learning plan that can identify learning goals, outline the volunteer's expectations of the placement, or can outline skills that the individual can utilize within their position. The plan recognizes that The ArQuives and volunteers benefit from the partnership.
12. Volunteers are encouraged to attend conferences and meetings which are relevant to their volunteer assignments, including both those of The ArQuives and other organizations. Prior approval from the Executive Director should be obtained before attending any conference or meeting on behalf of The ArQuives or if reimbursement of expenses is sought. The volunteer is also encouraged to provide a report back from the conference or meeting with the presentation given or the minutes provided to their supervisor or committee chair.

## **Volunteer Roles and Responsibilities**

13. Unless specifically stated, volunteers shall not be considered as employees of The ArQuives.
14. The ArQuives accepts all volunteers' with the understanding that such service is at the sole discretion of The ArQuives. Volunteers agree that The ArQuives may, at any time, for whatever reason, decide to terminate the volunteer's relationship with The ArQuives. If terminated, the volunteer may request reasoning in writing towards their termination. The volunteer may, at any time, for whatever reason, decide to sever their relationship with The ArQuives. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.
15. Volunteers have the right to meaningful assignments, the right to be treated as equals, the right to effective supervision; the right to full involvement and participation; and the right to recognition for work done.
16. Volunteers agree to perform their duties to the best of their abilities and to pursue the mandate, strategic plan, policies, and procedures of The ArQuives.
17. Volunteers are expected to perform their duties on a regular schedule. If expecting to be absent from a scheduled duty, volunteers should inform their supervisor as far in advance as possible so that alternative arrangements may be made.
18. As appropriate, volunteers shall have access to The ArQuives to fulfill their duties and shall receive training in the operation of any equipment.
19. Individual volunteers are responsible for signing in and out on Timesheets when at 34 Isabella Street and for documenting their hours outside 34 Isabella Street. We need a record of these hours for grant applications and reporting.
20. Volunteers are not to take part in any action or make any statement that might significantly affect or obligate The ArQuives, such as public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteers may be authorized to act as representatives of The ArQuives as specifically indicated within their job descriptions; volunteers need to clear this; however, with the Executive Director.

## **Volunteer Recognition:**

21. The ArQuives will organize an annual volunteer recognition event to highlight and honour volunteer contributions to The ArQuives. Pending staff support, The ArQuives will also undertake other projects relating to volunteer recognition, such as nominating volunteers for community awards.

## **Reporting Relationship(s)**

22. The Volunteer Coordinator, in cooperation with the Executive Director, shall bear primary responsibility for recruiting suitable volunteers, planning effective volunteer training, orientation and supervision; assisting staff in identifying productive and creative volunteer roles; keeping track of volunteer hours; and evaluating volunteer contributions. Should there be no Volunteer Coordinator on staff, the responsibilities will be handled by the Executive Director and the Administrative Assistant.

23. Volunteers have the right to meaningful assignments, the right to be treated as equals; the right to effective supervision; the right to full involvement and participation; and the right to recognition for work done.
24. Once the potential volunteer and the staff member have identified a suitable placement, the staff member will connect with the volunteer lead (if any) for that committee or initiative and collaborate with the experienced volunteer in 'onboarding' the new volunteer into the project.
25. Volunteers are encouraged to grow and develop their skills while serving with The ArQuives and are to be supported in taking on new responsibilities and projects. This mentorship work should be shared by staff and experienced volunteers working in the new volunteer's area, and staff are encouraged to work closely with existing volunteers to mentor the new volunteer.

### **Confidentiality**

26. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a single staff, volunteer, client, or other person or involves overall The ArQuives business.

### **Conflict of Interest:**

27. No person who has a conflict of interest with any activity or program of The ArQuives, whether personal, philosophical, or financial, shall be accepted or serve as a volunteer.

### **Reimbursements**

28. Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for The ArQuives. Prior approval must be sought for any major expenditure.

### **Record-Keeping**

29. The ArQuives will maintain a record for each volunteer, which may include dates of service, positions held, duties performed, evaluation of work, and awards received. Volunteer personnel records shall be accorded the same confidentiality as staff personnel records, with respect to the Province of Ontario's *Freedom of Information and Protection of Privacy Act*, RSO 1990.

### **Feedback and Evaluation:**

30. As representatives of The ArQuives, volunteers, like staff, are responsible for presenting a good image to the public and to the community.
31. If possible, The ArQuives staff or volunteer lead will evaluate the volunteer's work to provide feedback, seek input from the volunteer, and to enhance the volunteer's relationship with The ArQuives. Ideally, these evaluations will happen annually.
32. In case of conflicts between volunteers or between volunteers and any other member of The ArQuives, the procedures outlined in The ArQuives *Code of Conduct* will be followed.

33. The Volunteer Coordinator or Executive Director shall conduct an annual evaluation of the utilization of volunteers by The ArQuives. This evaluation shall include information gathered from volunteers, staff, and the public.
34. In some cases, if things aren't going well, the volunteer may be reassigned, asked to undergo additional training, or directed to end their volunteer service. No volunteer will be asked to leave until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff, who will consult with the Executive Director on the concerns. Possible grounds for dismissal are outlined in The ArQuives *Code of Conduct*.

#### **Insurance or Liability Coverage for Volunteers:**

35. Liability and accident insurance is not provided for volunteers engaged in The ArQuives activities. Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

#### **HR and Volunteers**

36. Volunteers will not be utilized to displace any paid employees from their positions.
37. The ArQuives accepts that staff may occasionally provide services on a voluntary basis. 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 performed outside of usual working hours.
38. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labour laws.

#### **Leave of Absence, Resignation, or Dismissal**

39. Volunteers may take a leave of absence but must notify their supervisor or committee chair of the duration of their absence.
40. In the event that a volunteer departs The ArQuives, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer Coordinator or Executive Director to inform affected staff and the public that the volunteer is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer is outside any scope of relationship with The ArQuives.
41. Volunteers may resign from their service with The ArQuives at any time. It is requested that volunteers who intend to resign provide advance notice and reasoning for their departure. Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving, suggestions the volunteer may have to improve the position/organization, and the possibility of involving the volunteer in some other capacity with The ArQuives.
42. A volunteer can be dismissed due to poor performance of job duties. This action will have been preceded by at least one written reprimand specifying the area of

concern and the possible outcome of dismissal should they fail to correct the situation. A volunteer must have been given reasonable opportunity and time to correct performance after the written reprimand before dismissal.

**Amendment, Modification or Variation**

This Policy may be amended, varied, or modified in writing after consultation and agreement by The ArQuives Executive Director and Board of Directors. The Executive Director shall be responsible for revising the policy every three years, or with greater or lesser frequency as warranted. This review process seeks to correct any oversights in previous terms of reference and account for new circumstances that have arisen since the last review.

Document Title	Volunteer Policy
Version Number	4
Author and Title	Jade Pichette, Volunteer and Community Outreach Coordinator (2015-2018) Version 4 updates: Raegan Swanson, Executive Director, Lucie Handley-Girard, Archivist, Elspeth Brown, Board Member, Fran Odette, Board Member
Date Approved	August 17, 2020
Date of Next Review	2023