



PINNGUAQ

# Volunteer Manual

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## Introduction

The purpose of this manual is to maintain a harmonious and productive relationship between Pinnguaq's volunteers, employees, Board of Directors and all other stakeholders. This manual will be maintained and distributed by Pinnguaq's Human Resource Department.

The achievement of the goals of Pinnguaq is best served by the active participation of members of the communities it serves. To this end, Pinnguaq accepts and encourages the involvement of volunteers within all appropriate programs and activities. All Pinnguaq staff are encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

**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 the agency. A 'volunteer' must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as 'employees' of the agency.

## Volunteer Program Philosophy

At Pinnguaq, volunteers are valuable partners and contributors. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done. In return, volunteers shall agree to actively perform their duties to the best of their abilities and to uphold the goals and procedures of Pinnguaq.

## Section 1: Pinnguaq Volunteer Procedures

### Recruitment

#### Position Descriptions

Volunteer staff require a clear, complete, and current description of the duties and responsibilities of the position which they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially. All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a description of job benefits. Human Resources is available to assist staff in the development of volunteer jobs and position descriptions.

#### Staff Requests for Volunteers

Requests for volunteers shall be submitted in writing by interested staff, complete with a draft position description and a requested time frame. Human Resources reserves the right to refuse to recruit or place any volunteers until staff are prepared to make effective use of volunteer resources.

#### Recruitment of Minors

Volunteers who have not reached their age of majority (18) must have the written consent of a parent or guardian prior to volunteering. The volunteer services assigned to a minor should be performed in a non-hazardous environment and should comply with all appropriate requirements of child labor laws.

#### Employees as Volunteers

Pinnguaq accepts the services of staff as volunteers. This service is accepted provided that 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 Pinnguaq. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as other members of their family who are employees.

#### Participants and Relatives as Volunteers

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



## **Scope of Volunteer Involvement**

Volunteers may be utilized in all programs and activities of the agency, and serve at all levels of skill and decision-making. Volunteers should not, however, be utilized to displace any paid employees from their positions

### **Selection:**

#### **Interviewing**

Prior to being assigned or appointed to a position, all volunteers will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer might have about the position. Interviews may be conducted either in person or by other means.

Placement in placing a volunteer in a position, attention shall be paid to the interests and capabilities of the volunteer and to the requirements of the volunteer position. No placement shall be made unless the requirements of both the volunteer and the supervising staff can be met: no volunteer should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

#### **Staff Participation in Interviewing and Placement**

Wherever possible, staff who will be working with the volunteer should participate in the design and conduct of the interview. Final assignment of a potential volunteer should not take place without review and approval of appropriate staff with whom the volunteer will be working.


#### **Acceptance and Appointment**

No volunteer shall begin any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer shall complete all necessary enrollment paperwork and shall receive a copy of their job description and agreement of service with Pinnguaq.

#### **Probationary Period**

All volunteer placements shall initially be done on a trial period of 30 days. At the end of this period a meeting between the volunteer and supervisor shall be conducted, at which point either the volunteer or supervisor may request a reassignment of the volunteer to a different position or may determine the unsuitability of the volunteer for a position within Pinnguaq. Any volunteer who is reassigned shall receive all appropriate orientation and training for that position before they begin.

#### **Length of Service**



All volunteer positions shall have a set term of duration, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the end of their set term, without expectation or requirement of re-assignment of that position. 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 Pinnguaq, or may retire from volunteer service.

### **Screening**

All volunteers over the age of 18 years must submit a recent (within the past six months) Vulnerable Sector Screening to be reviewed by the recruiting staff, demonstrating acceptable results prior to volunteering.

### **Orientation/Training**

#### **Worksite**

An appropriate worksite shall be established prior to the enrollment of any volunteer. This worksite shall contain necessary facilities, equipment, and space to enable volunteers to effectively and comfortably perform their duties.

#### **Orientation**

All volunteers will receive a general orientation on Pinnguaq, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position.

#### **On-the-Job Training**

Volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer. Those staff who will be in a supervisory capacity to volunteers shall have primary responsibility for design and delivery of on-the-job training to volunteers assigned to them.

### **Volunteer Growth and Development**

Volunteers are encouraged to continuously learn and grow their skillset. Additional training and educational opportunities should be made available to volunteers during their time at Pinnguaq. This continuing education may include both additional information on performance of their current volunteer assignment, and opportunities for growth should include promotion to new volunteer jobs to assume additional and greater responsibilities. If so desired by the volunteer, Pinnguaq should assist the volunteer in maintaining appropriate records of volunteer experience that would assist the volunteer in future career opportunities, both paid and volunteer.

## Scheduling

The productive utilization of volunteers requires a planned and organized effort. The supervisor of the volunteer position is responsible for coordinating effective volunteer management.

### Timesheets Individual

Volunteers are responsible for the accurate completion and timely submission of timesheets.

### Absences

At the discretion of the supervisor, leaves of absence may be granted to volunteers. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer's term of service.

## Supervision

### Requirement of a Supervisor

Each volunteer who is accepted to a position with Pinnguaq must have a clearly identified supervisor who is responsible for direct management of that volunteer. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer, and shall be available to the volunteer for consultation and assistance. No volunteer will be assigned to work with a staff person without the consent of that staff person.

### Communication

Volunteers are entitled to all necessary information pertinent to the performance of their work assignments. Accordingly, volunteers should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer. Lines of communication should operate in both directions, and should exist both formally and informally. Volunteers should be consulted regarding all decisions which would substantially affect the performance of their duties.

## Evaluation

### Performance Standards

Standards of performance shall be established for each volunteer position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of staff and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

## Evaluations

Volunteers shall receive quarterly evaluations to review their work. 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 Pinnguaq, 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. The evaluation session is an opportunity for both the volunteer and the agency to examine and improve their relationship. It is the responsibility of each staff person in a supervisory relationship with a volunteer to schedule and perform evaluations and to maintain records of the evaluation.

In appropriate situations, performance management action may be taken following an evaluation.

## Absenteeism

Volunteers are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer's work assignment or term of service.

## Recognition

Dedicated and committed volunteers are instrumental in fulfilling the goals of Pinnguaq, and are integral to achieving our goals. We recognize the many benefits volunteering has including; fulfillment of one's own passions and offering of learning opportunities. To ensure volunteering is an opportunity for those living in communities where we work, we will explore creative options for rewarding and motivating volunteers


## Reference Letters

Volunteers may request a letter to confirm their placement with Pinnguaq or their total hours of service contributed during a specific timeframe. These requests should be submitted to the direct supervisor of the volunteer. Reference Letters can be requested and granted at the discretion of Pinnguaq staff. These requests should be submitted with at least one week's notice to prepare the document. Advanced consent must be given to any volunteer who wishes to use a Pinnguaq staff member as a reference or verifier of volunteer service.

## Reimbursement

Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking business for Pinnguaq. Prior approval must be sought for any expenditure by the supervisor.

## Insurance



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

### Resignations

Volunteers may resign from their volunteer service with Pinnguaq at any time. It is requested that volunteers who intend to resign provide a two-week advance notice of their departure and a reason for their decision.

Exit interviews, where possible, should be conducted with volunteers who are leaving their positions. The interview should ascertain why the volunteer is leaving the position, suggestions the volunteer may have to improve the position, and the possibility of involving the volunteer in some other capacity with the agency.

## Section 2: Pinnguaq Policies

### Pinnguaq Policies

The purpose of this section is to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts.

### Confidentiality

Due to the nature of our organization, volunteers may be privy to sensitive and confidential information. In order to maintain the trust and respect of our partners, clients, and funders, confidentiality is a top priority. This includes information pertaining to partners, participants, employees, the board, finances, human resources, and program/service delivery. Maintaining confidentiality is both a legal requirement and respects the rights of volunteers.

Confidentiality 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 Pinnguaq business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with Pinnguaq or other corrective action.

Personnel records are maintained for each volunteer at Pinnguaq in a secure and centralized location. In order to maintain accurate and up-to-date personnel records, volunteers are responsible to notify the organization of any changes in name, address, telephone number, emergency contact, etc. Upon joining Pinnguaq you will be required to provide "emergency contact" information. This information is required in case you require medical assistance, or there is any form of emergency. We ask that you give one name, including a telephone number where the contact may be reached during the day. It is



your responsibility to ensure the information is correct and updated as required by informing management of any changes. Pinnguaq recognizes its responsibility for safeguarding home addresses, telephone numbers and other information about its volunteers, including information contained in personnel files. Therefore, all such information is handled in confidence and in accordance with applicable privacy legislation.

### **Conflict of Interest:**

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

### **Accessibility**

Pinnguaq is committed to improving accessibility and providing a positive experience for everyone, despite any physical limitations, mental health, cognitive or intellectual development, learning, hearing, or vision disabilities. The following policies outline the practices that Pinnguaq will follow in order to comply with the Accessibility of Ontarians with Disabilities Act (AODA) and the Human Rights Code, and other related legislation.

### **Health and Safety**


The safety, health and well-being of everyone at Pinnguaq are of primary concern. All staff and volunteers must work together to ensure that the workplace and its environment are maintained in a manner such that health and safety hazards are minimized or eliminated.

#### **Volunteer Responsibilities:**

- Volunteers are responsible for performing their work in a safe manner and maintaining their workplace in a standard condition.
- They are responsible to:
  - Recognize and report hazardous conditions in their workplace and report them to their supervisor without delay.
  - Report defective equipment or tools to their supervisor without delay.

### **Violence and Harassment**

Pinnguaq Association has zero tolerance for workplace violence or harassment of any kind, and will be proactive in the prevention of workplace violence and harassment. Pinnguaq Association is committed to Investigating reported incidents of violence and harassment in an objective and timely manner, taking necessary action; and providing appropriate support for victims. Pinnguaq is committed to the prevention of workplace violence and harassment, and will take whatever steps are reasonable to protect staff, volunteers, board members and participants from workplace violence and harassment from all sources: other staff, volunteers, participants, donors or agencies, or contractors. If you have any concerns about workplace violence or harassment, you must immediately contact the Director of



Human Resources, or the Pinnguaq staff member with whom you are working. An investigation will be conducted, and the appropriate action taken.

### **Incident Reporting**

All work related accidents or incidents must be reported to the volunteer's direct supervisor or Human Resources immediately. The incident investigation process is not designed to determine fault or blame. Rather, it is designed to assess the true (root) cause of the accident or incident to prevent a future occurrence. An Incident Report must be completed by the supervisor or Human Resources within 24 hours of the incident and put in the volunteers file. In the event that an injured volunteer receives medical attention from a hospital or physician, the report will be updated to reflect this.

### **Use of Motor Vehicle**

Volunteers who use their vehicle on behalf of Pinnguaq must have their own insurance and regularly provide proof of a valid G Class Ontario Driver's License. If an accident was to occur, the volunteer's automobile policy will be used for any insurance claim made.

### **Drug and Alcohol**

Pinnguaq recognizes that dependency on alcohol and/or drugs (either illegal or prescription drugs) may prevent an individual from performing their volunteer duties effectively. Alcohol and drug use is prohibited in any Pinnguaq Association workplace or in any premises where Pinnguaq Association programming is being delivered.

### **Use of Office Equipment**

Some office volunteer tasks require computer use. Computers, computer files, the email system, and software furnished to employees are the property of The Pinnguaq Association and are intended for business use. Volunteers without staff consent and supervision are prohibited from computer use. Abuse of this privilege may result in suspension or termination. Please review our Computer, Internet, and Email Use Policy for further appropriate usage.

### **Social Media**

When using social media, Volunteers are expected to know and adhere to Pinnguaq's Code of Conduct, Social Media guide and other related company policies. As such, it is prohibited to post-social media content including posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment. Subject to applicable legislation, after-hours online activity that violates the Company's Code of Conduct or any other company policy may subject an employee to disciplinary action or termination. All Volunteers should be aware of the effect their actions may have on their images, as well as Pinnguaq's image. The information that employees post or publish may be public information for a long time.



## Dismissal

Volunteers agree that Pinnguaq may at any time, for whatever reason, decide to terminate the volunteer's relationship. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with Pinnguaq. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

Volunteers who do not adhere to the policies and procedures of Pinnguaq or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff. Prior to dismissal of a volunteer, staff should seek the consultation and assistance of Human Resources.

## Dispute Resolution

In order to minimize the negative implications of conflict within the workplace, an effective and efficient system for managing such conflicts must be implemented when employees submit a formal complaint. Pinnguaq Association aims to implement a Dispute Resolution Process to resolve conflict when a formal complaint is filed to ensure the overall well-being of the organization and its employees and volunteers. Concerns and complaints involving volunteers may be resolved through application of our Dispute Resolution Policy. The affected volunteer shall be informed of the procedures for expressing their concern or grievance. Please refer to Pinnguaq HR Policy Manual for more information.

## Volunteer Manual Agreement

This Volunteer Manual contains important information about Pinnguaq's policies and procedures, and

outlines volunteer responsibilities and rights in the workplace. I understand that the contents of this Manual may be updated, and that revised information will supersede the policy as it previously existed.

By signing below, I agree to the following statements:

- I have had the opportunity to read the Volunteer Manual thoroughly.
- I was provided the opportunity to ask the Director of Human Resources questions for clarification to ensure my understanding of all the information provided.
- I accept the terms of the Manual.
- I understand that it is my responsibility to comply with Pinnguaq policies and procedures, and any revisions made to it.
- I am aware that a copy of this form will be placed in my Volunteer File.

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Volunteer Name  
*(Please print)*

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Volunteer Signature or  
Guardian if Under 18 years of  
age

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Date

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Volunteer Coordinator Name  
Pinnguaq  
*(Please print)*

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Volunteer Coordinator  
Signature

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Date