

FRIENDS OF MURPHYS POINT PARK

VOLUNTEER POLICIES AND PROCEDURES

VOLUNTEER EXPECTATIONS

It is the policy of the Friends of Murphys Point Park (FMPP) that all members of the organization, staff, volunteers and Board will conduct themselves in a manner that will not compromise the integrity or reputation of the organization, its funders or its partners. Volunteers will perform their duties in a positive, professional manner at all times, and will not engage in activities that conflict with the mandate, objectives and strategic plan of FMPP.

- *The Board of Directors acknowledges and supports the vital role of volunteers in achieving the organization's mission, objectives and strategic plan.*

VOLUNTEER MANAGEMENT

A qualified person will be designated as the Volunteer Coordinator and will be responsible for the management of FMPP volunteers in accordance with the Volunteer Policies and Procedures.

- a) A clearly communicated screening process will be consistently applied.
- b) Volunteer assignments will address the purpose of the organization and involve volunteers in meaningful ways – reflecting their various abilities, needs and backgrounds.
- c) Volunteer recruitment and selection will reach out to diverse sources of volunteers.
- d) Volunteers will receive orientation about the organization, its policies and procedures, and receive training for their volunteer assignments.
- e) Volunteers will receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback. Mentoring, training and feedback will be provided by the volunteer coordinator or his/her designate and all personal matters will be held in confidence.
- f) Volunteers will be welcomed and treated as valuable and integral members of the organization's human resources.
- g) The contributions of volunteers will be regularly acknowledged with formal and/or informal recognition methods.

SCREENING PROCESS FOR VOLUNTEERS

- a) The screening process for volunteers of FMPP is designed to protect our volunteers, our program participants, FMPP and Ontario Parks.
- b) Each potential volunteer will complete the Volunteer Registration Form and sign each section as appropriate.
- c) The signed Volunteer Registration Form is to be returned in its original form to the assigned Volunteer Coordinator.
- d) The Volunteer Coordinator will review the submitted Volunteer Registration Form in confidence and ensure it is complete and has been signed.
- e) The Volunteer Coordinator will maintain a confidential file of all volunteer records including the Volunteer Registration Forms.
- f) It is the responsibility of each volunteer to provide FMPP with a satisfactory Criminal Records Check** at least once in every two year period. If the FMPP volunteer will be working with vulnerable populations, then a Police Records Check for the Vulnerable Sector** is required. FMPP may accept a copy of a Criminal Records Check or Police Records Check for the Vulnerable Sector that was obtained by the volunteer for another organization as long as the document is current within the past two years.
- g) The Volunteer Coordinator will provide a letter on FMPP letterhead to the potential volunteer for the purpose of having a Criminal Records Check or a Police Records Check for the Vulnerable Sector completed.
- h) Specific details about the process for obtaining the required checks in different municipal jurisdictions can be found in Appendix A. Note that it may take from one week to six weeks to have the check completed. If there is any confusion about the identity of the applicant due to similar birth date or name, there may be a requirement for a fingerprint analysis which could take six months or more.
- i) The potential volunteer will return the completed Criminal Records Check or Police Records Check for the Vulnerable Sector to the Volunteer Coordinator for review in confidence. The completed document will be placed in the volunteer's file which shall be maintained in a confidential manner. .
- j) The potential volunteer will meet with the Volunteer Coordinator and will be assigned a task that meets the needs and skills of the volunteer and the needs of the organization.

GENERAL DUTIES AND RESPONSIBILITIES

- a) Specific duties and responsibilities will be provided to each volunteer prior to the start of any new assigned task.
- b) Volunteers will create a warm, welcoming and non-judgemental atmosphere for members of the public attending FMPP activities.
- c) Volunteers assisting with outdoor programs and activities will set appropriate standards of sportsmanship and acceptable behaviour.

- d) Volunteers responsible for any record-keeping (financial, note-taking, grant reports, ticket raffles, fundraising, etc) will ensure all records are accurate and up-to-date and provide copies of their records to the Board of Directors in a timely manner or as requested.
- e) FMPP requires that volunteers act in a responsible and reliable manner with regards to commitments made for specific duties or tasks. Arriving on time and being prepared for your duties is essential for our programs and activities to operate professionally and effectively.
- f) Volunteers will be required to undergo approved training as approved by the Board. Such training may include (but not be limited to) skills training, a background of the FMPP and/or the specific program, health and safety training, risk management methods, use of specific equipment, etc.

STANDARDS OF PERFORMANCE

- a) Positive communication skills are essential.
- b) Volunteers are expected to act in a respectful manner towards program participants, FMPP partners, park staff and other FMPP volunteers.
- c) Volunteers are considered role models for appropriate behaviours within the park. These behaviours include (but are not limited to) appropriate dress for the activity and the weather, respect for the natural and cultural resources within the park and attention to any park rules and/or regulations.
- d) All duties will be carried out following safe workplace practices. If any volunteer becomes aware of any safety issues, these shall be brought to the attention of the Board of Directors or park management at the first opportunity.
- e) Any volunteer provided with keys to access FMPP or park materials or facilities shall maintain these keys in a secure manner. A written key record will be kept with signatures and date of issue.
- f) Volunteers will occasionally become involved with information of a confidential or sensitive nature. At no time will any such information be disclosed outside of the organization.
- g) The Board of FMPP will designate any person(s) permitted to speak to the media on behalf of the organization.
- h) Volunteers are not permitted to be alone with any children or youth at any time. If a child or youth member requires first aid, disciplinary actions or assistance to visit the washroom facilities, a second volunteer must be in attendance or within easy view.
- i) Personal information, contact information and/or photographs of volunteers will not be shared unless written permission has been obtained.

DEFINITIONS:

CRIMINAL RECORDS CHECK

A Police Criminal Records Search may provide the following information obtained from the Canadian Police Information Centre (C.P.I.C.):

- Outstanding entries (i.e. charged and wanted persons)
- Records of criminal convictions, as the records exist on the date of the search
- Findings of guilt where a pardon has not been granted

POLICE RECORDS CHECK FOR THE VULNERABLE SECTOR

This search includes national and local police databases with cooperating police services. The possible existence of criminal convictions and outstanding charges, as well as incidents of all police contacts for the previous five years will be considered for release. This search is intended for individuals seeking employment and/or a volunteer position with children or vulnerable person(s). Information is collected and disclosed according to Section 29(1) and 32 of the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA) and the *Police Services Act*, RSO 1990, cP.15.

The following information contained in local police databases may be considered for release when it is deemed appropriate:

- Suspect information, where the release of such will not hinder any ongoing investigation
- Reports resulting from particular incidents relating to the Mental Health Act
- Any notable police contact

This search does not cover the following areas: discharges and pardons (with the exception of sexual offences listed in the schedule to the *Criminal Records Act*). The information contained in this certificate is accurate on the date issued.

VULNERABLE SECTOR

According to the Criminal Records Act, Section 6.3, “vulnerable persons” means persons who, because of their age, a disability or other circumstances, whether temporary or permanent:

- Are in a position of dependence on others; or
- Are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them (examples include children, the elderly, disabled persons)

APPENDIX A

Volunteers requiring Criminal Records Checks and Police Records Checks for the Vulnerable Sector must apply through the municipal Police Service where they live. The process varies somewhat in each jurisdiction. FMPP will provide each potential volunteer with a letter confirming they require the relevant check to be completed for VOLUNTEER duties. Most Police Services waive any fees when this letter is presented. If payment of a fee is requested by your Police Service, the volunteer is advised to contact the Volunteer Coordinator at FMPP before proceeding to pay any fee.

Note that the information provided below was accurate as of January 2012 but could be different at the time of application.

1. TOWN OF PERTH – ONTARIO PROVINCIAL POLICE

Location: 75 Dufferin Street (Highway 7), Perth, ON, K7H 3E3

Phone: 613-267-2626

- a) Take the letter provided by FMPP as well as Form LE225 signed by FMPP (sample attached) to the Ontario Provincial Police Lanark County Detachment along with two (2) pieces of government issued identification, one of which is a photo ID, other than a health card or a SIN card (example driver's licence or passport).
- b) Complete the appropriate application form LE219 or LE 220 (samples attached).
- c) No charge levied for checks on volunteers.
- d) The completed report will be returned to the volunteer for delivery to FMPP.

2. TOWN OF SMITHS FALLS – SMITHS FALLS POLICE SERVICE

Location: 77 Beckwith Street North, Smiths Falls, ON, K7A 2B8

Phone: 613-283-0357

- a) Take the letter provided by FMPP to the Smiths Falls Police Station along with two (2) pieces of identification (one of which must be Government Issued and include the applicant's name, date of birth, signature and photo).
- b) Complete the relevant Smiths Falls Police Service application form (sample attached).
- c) No charge levied for checks for volunteers.
- d) The completed report will be returned to the volunteer for delivery to FMPP.

3. LANARK COUNTY DETACHMENT – ONTARIO PROVINCIAL POLICE (INCLUDES TAY VALLEY, LANARK HIGHLANDS, MONTAGUE AND DRUMMOND/NORTH ELMSLEY TOWNSHIPS)

Location: 75 Dufferin Street (Highway 7), Perth, ON, K7H 3E3

Phone: 613-267-2626

- e) Take the letter provided by FMPP as well as Form LE225 signed by FMPP (sample attached) to the Ontario Provincial Police Lanark County Detachment along with two (2) pieces of government issued identification, one of which is a photo ID, other than a health card or a SIN card (example driver's licence or passport).
- f) Complete the appropriate application form LE219 or LE 220 (samples attached).
- g) No charge levied for checks on volunteers.
- h) The completed report will be returned to the volunteer for delivery to FMPP.

4. RIDEAU LAKES DETACHMENT (LEEDS COUNTY) – ONTARIO PROVINCIAL POLICE (INCLUDES SOUTH ELMSLEY TOWNSHIP)

Location: 441 Highway #15, Smiths Falls, ON, K7A 5B8

Phone: 613-283-6911

Procedure same as Lanark County above.

5. CITY OF OTTAWA – OTTAWA POLICE SERVICE

Location: Various (Main Office at 474 Elgin Street, Ottawa, ON, K2P 2J6)

Phone: 613-236-1222 ext 5485

- a) Take the letter provided by FMPP to the Ottawa Police Service along with two (2) pieces of identification (see attached sample application form for acceptable identification documents).
- b) Complete the application Form #306 (sample attached).
- c) No charge levied for checks for volunteers.
- d) The completed report will be returned to the volunteer for delivery to FMPP.
- e) There is an option for an Express Service for a fee of \$51.00.