



# Volunteer Handbook



March 2022

## Table of Contents

<b>Welcome to Loyalist Township!</b>	2
<b>Loyalist Township</b>	3
Key Policies & Corporate Priorities	3
Cell Phone Use While on Township Business Policy:	3
Code of Conduct Policy:	4
Confidentiality Agreement:	4
Health & Safety Policy:	4
Substances in the Workplace Policy:	4
Smoke Free Workplace	5
Smoke Free Ontario	5
Scent Free Workplace	5
Workplace Violence and Harassment Policy:	6
<b>Accessibility</b>	6
The Accessible Information and Communications Standard:	6
Customer Service Standard:	7
Other Accessible Customer Service Tips:	7
Disabilities	8
Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA)	9
Accommodation Responsibilities	9
The Duty to Accommodate	10
<b>Health &amp; Safety</b>	10
Policy and Practice	10
WHMIS-Workplace Hazardous Materials Information System	11
Labels	11
Supplier Labels	11
Workplace Labels	11
WHMIS Chemical Hazard Pictograms	12
Safety Data Sheets (SDS)	12
<b>Workplace Violence and Harassment</b>	13
<b>Volunteer Information</b>	14
Background Checks	14
Orientation and Training	15
Personal Actions and Forms	15
Volunteer and Placement Statement of Confidentiality	16
<b>Handbook Acknowledgement</b>	17
Job-Specific Orientation Checklist	18

# Welcome to Loyalist Township!

Thank you for committing your time and energy as a volunteer in Loyalist Township. The success of local events and programs relies on community members like you!

There are a variety of opportunities to volunteer within the Township. If you are interested in becoming involved, we will gladly work with you to find the right fit and ensure your experience is rewarding.

Loyalist Township values our volunteers, and we are committed to providing them with the support and resources they need to succeed. This volunteer handbook has been designed to provide guidelines to assist in your volunteer role. In some circumstances, further training may be required. These details will be provided in the volunteer role description when posted to the public.

If you have questions or concerns regarding the information in this handbook, or at any time during your volunteer role, please feel free to contact a member of our team. We are here to support you and ensure that your time as a volunteer is memorable and enjoyable!

So, let's get started!

*Loyalist Township is situated on the ancestral lands of the Haudenosaunee, Michi Saagiig, and Omámiwinini Peoples. We acknowledge the Métis, Inuit, and other First Nations from across this vast land. Loyalist Township commits to new partnerships in the Spirit of the Two-Row Wampum and Dish with One Spoon.*

## Loyalist Township

Loyalist Township is home to First Nations peoples including the Haudenosaunee, Michi Saagiig, and Omámíwinini Peoples.

On January 1, 1998, the Townships of Ernestown and Amherst Island amalgamated with the Village of Bath to form one municipality called Loyalist Township.

Now, with a population of over 17,000 and growing, Loyalist Township consists of a variety of hamlets, villages, and an island!

### *Loyalist Township's Mission:*

To provide support and services that promote a prosperous quality of life for residents, the business community, and visitors, through the effective delivery of services and governance, while maintaining economic and environmental sustainability.

### *Loyalist Township's Vision:*

- Provide employment opportunities and amenities by increasing our commercial and industrial productivity.
- Enhancing our sense of community identity.
- Using innovative approaches to sustain and improve our infrastructure.
- Ensuring a participatory, open, and transparent municipal government.

## Key Policies & Corporate Priorities

Because the Township serves the citizens of Loyalist, we have a strong duty to make sure our programs, projects and services are carried out in a way that respects the trust they put in us. Our policies and procedures are in place to ensure your health and safety and better define the standards expected of all who volunteer for the Township in any capacity. This section offers a quick overview of our corporate policies and procedures that pertain to you, as a volunteer. If you would like to view the procedures in more depth, please speak to your Volunteer Lead.

### Cell Phone Use While on Township Business Policy:

This policy establishes standards for the use of the Township's information technology in compliance with the law and Township policies including, but not limited to, the Code of Conduct Policy. The use of cell phones can be distracting and, in some cases, dangerous while volunteering. The use of any cell phone while driving is prohibited. Volunteers must refrain from using electronic devices, including ear buds, cell phones, hand-held gaming devices, etc. during scheduled volunteer hours unless on a scheduled break, except for cell phone use in an emergency.

#### Code of Conduct Policy:

Volunteers must serve the public interest with integrity and the highest standards of professionalism and ethical conduct. This policy, as well as the Corporate Mission, Vision, and Values, must be upheld and exemplified by every volunteer of the Township. This policy is intended to supplement any other requirements imposed by law, standards of professionalism or any other applicable Township bylaw, policy, or procedure.

#### Confidentiality Agreement:

Confidential information about Loyalist Township, its taxpayers, customers, clients, suppliers, or employees should not be divulged to anyone other than persons who are authorized to receive such information. When the volunteer is in doubt as to whether certain information is confidential, no disclosure should be made without first asking appropriate management personnel. Use of such information for personal advantage or private speculation is strictly forbidden.

You agree to maintain the confidentiality of any information obtained during your volunteer work. You agree and understand that this obligation continues even after the volunteer relationship has ended.

#### Health & Safety Policy:

Loyalist Township is committed to be an “Employer of Choice” and believes that the safety and well-being of our employees is of primary importance. This commitment applies to volunteers as well. The Township will take every reasonable precaution and measure to protect our volunteers from volunteer-related injury and illness, including any related to workplace violence or harassment. The Township will provide leadership and support for the Health and Safety Program along with necessary resources to ensure its effectiveness in providing safe equipment, appropriate clothing, safe work practices and a safe work environment. This will be done in compliance with *the Occupational Health and Safety Act* and all pertinent regulations.

#### Substances in the Workplace Policy:

Volunteers under the influence of drugs or alcohol while volunteering can pose serious health and safety risks to themselves, their fellow volunteers, and the public. To help ensure a safe and healthy environment, Loyalist Township reserves the right to prohibit certain items and substances from being brought onto or present on municipal premises.

The following expectations apply to employees, volunteers, and management alike while conducting work on behalf of the corporation, whether on or off municipal property:

- Volunteers are expected to arrive to their volunteer position fit for duty, meaning in a

condition that allows for the safe performance of assigned duties and responsibilities to an acceptable standard that does not compromise health and safety; volunteers must remain fit for duty for the duration of their shift;

- Use, possession, distribution, or sale of drugs or alcohol during volunteer hours, including during breaks, is strictly prohibited;
- Volunteers are prohibited from reporting to their volunteer position, while under the influence of recreational cannabis and any other non-prescribed substances;
- Volunteers' medically approved medication which may present a potential risk, limitation, or restriction requiring modification of duties or temporary reassignment must be communicated to management; and
- Volunteers are expected to abide by all governing legislation, pertaining to the possession and use of recreational cannabis, prescribed, and non-prescribed substances.

### Smoke Free Workplace

By-law 98-122, A By-law to Regulate Smoking in Municipal Facilities, prohibits smoking in defined municipally owned and municipally operated buildings and vehicles.

### Smoke Free Ontario

Under the Smoke-Free Ontario Act, 2017, you cannot smoke or vape in any enclosed workplace, any enclosed public place and other places designated as smoke-free and vape-free locations.

“smoking” means smoking (inhaling and exhaling) or holding lighted tobacco or cannabis (medical or recreational)

“vaping” means inhaling or exhaling vapour from an electronic cigarette (e-cigarette) or holding an activated e-cigarette, whether or not the vapour contains nicotine

Smoking is prohibited within 20 meters of the property line of the following locations:

- The Leisure and Activity Centre, 108 Amherst Drive, Amherstview, ON
- The W.J. Recreation Centre, 322 Amherst Drive, Amherstview, ON
- Children's Playgrounds, various locations throughout the Township
- Municipally/Publicly owned sporting areas and their fan/viewing areas, various locations throughout the Township

### Scent Free Workplace

Volunteers should avoid the use of perfume, scented hairspray, cologne, and other scented products during their volunteer work. Scented products can aggravate health and cause problems for some people, especially those with asthma, allergies, and other medical conditions.

Loyalist Township enforces a scent free workplace policy.

## Workplace Violence and Harassment Policy:

At times, even with the Code of Conduct in place, workplace violence and harassment can occur. Fortunately, Loyalist Township has a program in place to minimize or eliminate any such occurrence. It does this through policies, assessment, prevention, and training.

Loyalist Township aims to provide a volunteer environment that is free from all harassment and discrimination. Your supervisor/lead will deal effectively, quickly, and fairly with any situations involving claims of harassment or discrimination while volunteering.

If you happen to see any workplace violence or harassment, do not ignore it, act on it. Let your supervisor/lead know.

## Accessibility

To ensure excellent customer service, we must also comply with the Accessibility for Ontarians with Disabilities Act. The Act was passed in 2005 and its purpose is to reduce barriers to accessibility for persons living with disabilities. Barriers to accessibility are obstacles that make it difficult – sometimes impossible – for people with disabilities to do the things that most of us take for granted.

Barriers aren't just physical things, such as steps onto a bus or a door without an automated door opener. Information that a person can't easily access or understand can also be an obstacle. Technology, or lack of it, can present difficulty as can organizational barriers, which occur when policies, procedures or practices don't take accessibility into account. Attitudinal barriers are about what we think or assume.

The law has set different standards to help people with disabilities overcome these barriers. Two important standards for you to know include the *Accessible Information and Communication* and *Customer Service Standards*.

### The Accessible Information and Communications Standard:

This standard establishes processes that we must follow to create, provide, and receive information and communication in ways that are accessible to people with disabilities. As such, we must:

1. Make our website and web content accessible.
2. Provide accessible formats and communications supports as quickly as possible and at no additional cost when a person with a disability asks for them (if requested, consult with the person to determine his or her accessibility needs). At times, you may be

unable to convert the requested information or communication (i.e. architectural blueprint). When it's not possible to convert the requested material, you need to provide the individual making the request with an explanation as to why the information is unconvertible and a summary of that information.

3. Make feedback processes accessible by providing accessible formats and communications supports when requested.
4. Make public emergency information accessible when requested.

When a request for information in an alternative format is received, you must consult with the person to determine his or her accessibility needs.

### Customer Service Standard:

This standard requires organizations and businesses to provide accessible customer service to people with disabilities. Accessible customer service is about understanding that people with disabilities may have different needs and finding the best way to help them access goods and services.

It is about:

1. Not making assumptions about what people can or cannot do because of their disabilities.
2. Inclusion – making everyone feel welcome and included.
3. Understanding that people with disabilities may have different needs. Serving customers with disabilities is also about showing sensitivity and respect.

A good starting point is using appropriate language and terminology. For instance, say “person with a disability” rather than “disabled person” and avoid sympathetic phrases such as: victim of, suffers with, confined to a wheelchair, physically challenged, or stricken with a particular illness or disability.

### Other Accessible Customer Service Tips:

- Identify yourself when you approach and speak directly to your customer.
- Ask “How can I help?” and listen.
- Maintain eye contact, use body language, gestures, and facial expressions to help you communicate.
- Reduce background noise.
- If appropriate, ask if another method of communicating would be easier.
- When providing information, be precise and descriptive – use plain language.
- Be willing to rephrase or explain something again in another way, if needed.
- If providing guidance, offer your elbow and if they accept, lead – don't pull.



- If you need to leave the customer, let them know.
- If the person with a disability uses a support person, look and speak directly to the customer, not the support person.
- Be patient and allow extra time if needed. Don't interrupt your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you aren't sure.
- If necessary, provide other ways for the customer to contact you, such as email.
- If you sense or know that a customer has a mental health disability, treat them with the same respect and consideration you have for everyone else.
- Respect your customer's personal space.

## Disabilities

You may encounter a variety of disabilities while volunteering with the Township. Under the Accessibility for Ontarians with Disabilities Act, "disability" means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; ("handicap").

If needed, persons with disabilities may use assistive devices, service animals or support persons when accessing our goods, services, or facilities.

An assistive device is a piece of equipment a person with a disability uses to help with daily living. They belong to the person using them and are part of their personal space. Don't touch or handle an assistive device without permission and do not move assistive devices or equipment out of the person's reach.

Service animals support people with various types of disabilities. A service animal is identifiable through visual indicators or by documentation from a regulated health professional. Under the Customer Service Standard, there are no restrictions on what type of animal can be used as a service animal.

The law requires the Township to allow a person to bring their service animal with them into areas open to the public or to visitors. Don't touch or distract a service animal. If you're not sure if the animal is a pet or a service animal, ask your client. The client is responsible for the care and supervision of their service animal.

If another person's health or safety could be seriously impacted by the presence of a service animal, such as a severe allergy, consider all options and try to find a solution that meets the needs of both people. For example, create distance between the two people, eliminate in-person contact, or change the time the two receive service.

A support person can be a paid personal support worker, an intervenor, volunteer, family member or friend. A person with a disability is permitted to bring their support person with them to any area of your premises that is open to the public or to visitors. Where the Township charges a fee, let the person know ahead of time what, if any, the fee that will be charged for a support person.

### [Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act \(AODA\)](#)

The Ontario Human Rights Code (the Code) provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade, or professional associations.

At work, any person with a disability is entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or "accommodations" so they can do their job duties.

### [Accommodation Responsibilities](#)

As an employer or service provider, the Township:

1. Accepts requests for accommodation in good faith.
2. Asks only for information that is needed to provide an accommodation.
3. Takes an active role shaping accommodation solutions to meet individual needs.
4. Deals with accommodation requests as quickly as possible, even if it means creating a temporary solution while developing a long-term one.
5. Respects the dignity of the person asking for accommodation and keeps information confidential.
6. Covers the costs of accommodations, including any required medical information or documentation (for example, doctors' notes, assessments, letters setting out accommodation needs, etc.).

## The Duty to Accommodate

Even when facilities and services are designed as inclusively as possible, accommodations may still be needed for persons with disabilities.

Under the Code, we have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services or the workplace. Accommodation is a shared responsibility.

Everyone involved, including the person asking for accommodation, should work together, exchange relevant information, and look for accommodation solutions together.

There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, we still need to consider individual needs each time a person asks to be accommodated. A solution for one person may not work for someone else.

Many accommodations can be made easily, and at low cost. In some cases, putting the best solution in place right away may result in “undue hardship” because of costs or health and safety factors.

Even if this happens, we still have a duty to look at and take next-best steps that would not result in undue hardship. Such steps should be taken only until more ideal solutions can be put in place or phased in.

## Health & Safety

### Policy and Practice

Loyalist Township’s health and safety policy is posted on each health and safety board – these boards appear in high traffic areas of Township buildings.

In addition, we follow the Internal Responsibility System, which creates an interlocking set of rights and responsibilities for the workplace parties. It:

1. Considers the rights of workers/volunteers.
2. Demands direct responsibility of employers.
3. Creates a collaborative environment for the health and safety department, the joint health and safety committee (JHSC), worker representatives, and unions.

The JHSC is comprised of two groups – worker and employer representatives. Each group carries out its duties jointly by holding regular meetings, conducting inspections, facilitating, and responding to work refusals, and accompanying the Ministry of Labour Inspectors on

inspections. The JHSC is also involved in the identification of hazards, making safety recommendations, and obtaining information from the employer.

You should be just as committed to improving health and safety conditions in the workplace. It is your responsibility to complete your volunteer task in compliance with the Occupational Health and Safety Act and Regulations, use personal protective equipment and clothing as directed, report workplace/volunteer hazards and dangers, and volunteer in a manner as required.

## WHMIS-Workplace Hazardous Materials Information System

WHMIS provides information on the safe use of hazardous materials in the workplace. You will receive education and training on the Workplace Hazardous Materials Information System and products within it. This means that you will receive general information about WHMIS and obtain any site and volunteer-position specific information that will cover the Township's procedure for storage, handling, use, disposal, emergencies, spills, and what to do in unusual situations.

### Labels

WHMIS legislation requires that products used in the workplace classified as hazardous products must be labeled. Labels are the first alert to the user of major hazards associated with the product and outline the basic precautions or safety steps that should be taken. In most cases, suppliers are responsible for labeling the hazardous products that they provide to customers. Employees are responsible for making sure that hazardous products that come into the workplace are labeled or apply a workplace label when appropriate.

### Supplier Labels

A supplier label is provided or attached by the supplier and will appear on all hazardous products received at a workplace in Canada. If the hazardous product is always used in the container with the supplier label, no other label is required. Supplier labels must be written in English and French. They may be bilingual (as one label), or available as two labels (one each in English and French).

### Workplace Labels

A workplace label must appear on all hazardous products in the following situations:

1. For products produced on site.
2. When the product is transferred from one container to another.
3. When workers are unable to read English or French.
4. To replace labels that have been lost or damaged during the transport.











The workplace label must contain:

1. A product identifier (matching the SDS product name).
2. Safe handling precautions (may include pictograms or other supplier information).
3. A reference to the SDS (if available).

Supplier and workplace labels are used on hazardous materials known as controlled products. Look for the symbols below on any of the materials you work with – and make sure you understand the safe way to handle them. Always ask your supervisor/lead if you are unsure how to proceed.

## WHMIS Chemical Hazard Pictograms

The following image highlights the current hazard symbols and their descriptions:

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

## Safety Data Sheets (SDS)

Safety Data Sheets (SDSs), formerly known as Material Safety Data Sheets (MSDSs), are summary documents that provide information about the hazards of a product and advice about safety precautions. SDSs are written by the manufacturer or supplier of the product.

SDSs contain 9 sections and provide more detailed hazard information about the product than the label. They are an important resource for workplaces and workers to help you learn more about the product(s) used. Use this information to identify the hazards of the products you use and to protect yourself from those hazards, including safe handling and emergency measures.

SDSs will be updated when there is new information that changes how the hazardous product is classified, or when there are changes to the way the product will be handled or stored. The SDS must be updated within 90 days.

## Workplace Violence and Harassment

At times, even with the Code of Conduct in place, workplace violence and harassment can occur. Fortunately, Loyalist Township has a program in place to minimize or eliminate any such occurrence. It does this through policies, assessment, prevention, and training. Loyalist Township aims to provide a volunteer environment that is free from all harassment and discrimination. Your supervisor/lead will deal effectively, quickly, and fairly with any situations involving claims of harassment or discrimination. If you happen to see any workplace violence or harassment, do not ignore it, act on it. Let your supervisor/lead know.

*Workplace violence* can be defined as:

- The exercise of physical force by a person against a volunteer, in a workplace, that causes or could cause physical injury to the volunteer;
- An attempt to exercise physical force against a volunteer, in a workplace, that could cause physical injury to the volunteer; or
- A statement or behaviour that is reasonable for a volunteer to interpret as a threat to exercise physical force against the volunteer, in the workplace, that could cause physical injury to the worker.

There are four principal types of violence to monitor for and/or to assess in the workplace, which include:

1. Violence by strangers.
2. Violence by workers/volunteers or former workers/volunteers.
3. Violence by customers/clients.
4. Violence by personal relations.

Certain types of volunteer work conditions can influence workplace violence. Examples include:

- Volunteering in the community.
- Volunteering with persons with challenging behaviours.
- Direct contact with clients.
- Volunteering alone or in small numbers.
- Transporting people and/or goods.
- Securing or protecting goods.
- Handling cash.

*Domestic violence* may be defined as a situation where a volunteer has a relationship with a spouse, former spouse, current or former intimate partner, or family member who may physically harm, attempt to physically harm, or threaten to physically harm a volunteer in the workplace.

It is not uncommon for domestic violence to extend from home into the workplace. The person may:

- show up unannounced;
- phone or email repeatedly;
- force the victim to be late or absent from their volunteer commitment; or
- work with the victim and continuously harass/assault him or her on the volunteer task.

When the Township becomes aware of these situations, domestic violence is considered workplace violence and thus, the Township will take every reasonable precaution for the protection of the volunteer.

*Workplace harassment* can be defined as, “engaging in any course of vexatious comment or conduct that is known or ought reasonably to be known, to be unwelcome.”

*Sexual harassment* refers to “comments or actions based on sex or gender that are unwelcome or should be reasonably known to be unwelcome”.

Workplace violence and harassment can isolate someone, set him or her apart, prevent someone from expressing himself or herself, devalue, or discredit an individual.

Actions that may be considered violence and harassment include interruption, ridicule, humiliation, insult, spreading rumours, unjustifiably reprimanding, and attacking someone (threatening, screaming, pushing), giving somebody work that he or she is incapable of doing, or, not giving somebody work at all.

Appropriate direction, evaluation, discipline, performance feedback, stress associated with performing legitimate volunteer functions, and good-natured jesting are not considered workplace violence or harassment. It is important to distinguish what behaviour is acceptable and unacceptable to keep you safe. If you feel that you have been violated or harassed, speak to your supervisor/lead who will assist you with the appropriate action to take.

## Volunteer Information

### Background Checks

When applying for a volunteer position with the Township, you will be asked to obtain either a Police Information Check or a Police Vulnerable Sector Check. Once you have received the required check, submit it to your Volunteer Lead. The collection, use, and disclosure of the information will be directly related to your volunteer profile and will be kept confidential.

By signing the handbook acknowledgment, you hereby declare that you will promptly disclose the following:

- Every offence with which you have been charged under the Cannabis Act (Canada), Criminal Code (Canada), the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act (Canada) and the outcome of the charge.
- Every order of a judge or justice of the peace made against you in respect of an offence under the Cannabis Act (Canada), Criminal Code (Canada), the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act (Canada), including a peace bond, probation order, prohibition order or warrant to arrest.
- Every offence of which you have been convicted under the Cannabis Act (Canada), Criminal Code (Canada), the Controlled Drugs and Substances Act (Canada) or the Food and Drugs Act (Canada).

## Orientation and Training

You will receive a general orientation on the nature, purpose and mission of the organization, department, and program or activity for which you are recruited. You must ensure that you review all information and complete all documentation as required. In addition to orientation, you will receive specific on-the-job training to understand the necessary information and skills to perform your assignment.

## Personal Actions and Forms

It is very important that we keep your personal information up to date. If there are any changes to this information, please notify your Volunteer Lead immediately.

*Attendance:* You are expected to report to your assignment as scheduled. If you are unable to report to your shift, please call your Volunteer Lead immediately to let him or her know of your absence.

*Attire:* It is important to dress appropriately and maintain your appearance for the tasks that you will be performing while volunteering with the Township. If you are unsure what to wear, ask your Volunteer Lead.

*Personal Calls and Visits:* Personal calls during volunteer time should be limited to emergency situations. Personal visits or use of personal cell phones during volunteer hours is unacceptable.

*Discipline:* As discussed earlier, it is important to behave in an acceptable manner while



volunteering. Should you behave inappropriately, your Volunteer Lead will request a meeting with you to resolve the issue. If it is found that the issue cannot be resolved, you may be asked to leave the organization.

*Support and Supervision:* As a volunteer for Loyalist Township, you can expect to receive support and supervision while in your role. The nature, level, frequency, and duration of this can vary significantly depending on the circumstances involved.

### Volunteer and Placement Statement of Confidentiality

As a volunteer with Loyalist Township, I will have access to information and material relating to clients, employees, and others that is private and confidential. At all times I will respect the privacy of clients, employees, and all associated individuals. The principles and philosophy of the Township will be followed in accordance with the Corporation's rules and standards of conduct.

I will treat all corporate information and records as confidential material, and will take appropriate measures to ensure confidentiality, unless otherwise preceded in accordance with MFIPPA \*. I will not read records, discuss, or use such information unless there is a legitimate purpose to do so in normal corporate duties and responsibilities. All hardware, software and other equipment are to be used for business purposes only.

\* Resource: Municipal Freedom of Information and Protection of Privacy Act, R.S.O.1990, c. M.56 (MFIPPA): <https://www.ontario.ca/laws/statute/90m56>

A breach of any of these conditions will result in disciplinary action up to and including termination of assignment, and/or loss of privileges or similar action appropriate to the position with Loyalist Township.

## Handbook Acknowledgement

I have read and understand the policies and procedures as described in this document.

I am aware that I can keep a copy of this document to reference it when needed.

In addition, I know to ask questions if I do not understand my role as a volunteer. I also understand that failure to adhere to the policies and procedures outlined in this document could lead to termination.

Name (print first and last name):

Signature:

Date:

Witness Name (print first and last name):

Signature of Witness:

## Job-Specific Orientation Checklist

Item #	Task	Who	Initials
1	Review of job description and basic outline of expectations	Volunteer Lead	
2	Introduction to Division/Organizational Structure	Volunteer Lead	
3	Introduction to co-workers/volunteers	Volunteer Lead	
4	WHMIS Training -What hazardous products they could be exposed to and what is the hazard -What to do to protect themselves and others -What to do in an emergency involving a chemical -Where are the SDS and more information on the chemical	Volunteer Lead	
5	H&S Training -Emergency exits -Fire safety plan -Workplace hazards -Incident reporting	Volunteer Lead	
6	Review dress code	Volunteer Lead	
7	Other:		
8	Other:		
9	Other:		
10	Other:		