

# Volunteer Policy Binder

Pride Toronto

| POLICY CODE REFERENCES |                |
|------------------------|----------------|
| V                      | Volunteer (13) |



# Volunteer Policy Binder

Pride Toronto

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| <p>General Volunteer Policy</p> <p><b>V - 01</b></p> <p><b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |  |
| <p><b>Purpose</b></p>   | <p>Pride Toronto recognizes the value of volunteerism and is committed to promoting and encouraging volunteer involvement across the organization.</p>   |
| <p><b>Enactment &amp; Procedures</b></p>  | <p>Pride Toronto will ensure that they:</p> <ol style="list-style-type: none"><li>1. Recruit Volunteers with the appropriate skills, or with the potential to develop the necessary skills.</li><li>2. Recruit Volunteers who reflect the communities served.</li><li>3. Place Volunteers in positions of mutual benefit for Volunteers and Pride Toronto.</li><li>4. Provide Volunteers with access to the information, support, training and recognition required to function effectively in their Volunteer role.</li><li>5. Commit human and financial resources to the effective management of the Volunteer program.</li><li>6. Expect Volunteers to perform responsibly, which includes adhering to the mission, vision and values of Pride Toronto.</li><li>7. To provide Volunteers with supervision, feedback and evaluation on their performance.</li></ol> |

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| <p>Pre-existing Volunteer Relationships</p> <p><b>V - 01</b></p> <p><b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |   |
| <p><b>Purpose</b></p>   | <p>Pride Toronto is committed to providing meaningful Volunteer opportunities to prospective Volunteers. The organization is also committed to ensuring that the relationships created through Volunteer opportunities are professionally appropriate and espouse healthy boundaries between both the Volunteer(s) and all stakeholders of Pride Toronto.</p> <p>Pride Toronto will not formalize any Volunteer matches between Volunteers and stakeholders of Pride Toronto who have a pre-existing connection or relationship that has been developed outside of their involvement with Pride Toronto.</p>  |
| <p><b>Enactment &amp; Procedures</b></p>  | <p>Pride Toronto will ensure the following:</p> <ol style="list-style-type: none"><li>1. If a Volunteer requests to be assigned a portfolio/team based on having a pre-existing connection or relationship with stakeholders of Pride Toronto that has been developed outside of their involvement with Pride Toronto, the Volunteer Program Coordinator will explore the reasons for this request with the Volunteer and will document all interactions.</li><li>2. If the Volunteer Program Coordinator is unsure of the request, they will consult with the Director of Operations, to discuss and confirm the final decision regarding whether to approve or deny the request.</li><li>3. If the request is denied, the Volunteer Program Coordinator will notify the Volunteer of the decision. If applicable, an alternate position and/or match for the Volunteer will be coordinated.</li><li>4. The Volunteer Program Coordinator will update all electronic and physical records with detailed descriptions regarding all interactions, next steps, and outcomes.</li></ol> |

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| <p>Volunteer Age Policy</p> <p><b>V - 01</b><br/> <b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |   |
| <p><b>Purpose</b></p>   | <p>Pride Toronto relies on the efforts and commitment of Volunteers to organize and manage Pride Toronto and thePride Toronto Festival. In order to ensure a safe and secure experience for all Pride Toronto Volunteers we are implementing a minimum age for individuals to participate as Volunteers</p>   |
| <p><b>Enactment &amp; Procedures</b></p>  | <ol style="list-style-type: none"> <li>1. The following Volunteer positions are only available to Volunteers who are of the legal age of majority (18 years) or older:             <ol style="list-style-type: none"> <li>1.1. Any Volunteer position which involves working within a beverage garden.</li> <li>1.2. Any safety and security volunteer position.</li> <li>1.3. Any treasury Volunteer position.</li> <li>1.4. Any senior Volunteer position which involves supervising other Volunteers.</li> <li>1.5. All Volunteer Supervisors or Advisors must be 18 years of age or older at the time of their appointment.</li> </ol> </li> <li>2. Volunteers under the age of majority and over the age of sixteen (16) are asked to provide written parental or guardian consent, in the form of a signed waiver from a parent or guardian.             <ol style="list-style-type: none"> <li>2.1. Where parental/guardian consent is not available, the Volunteer will have to sign a waiver agreeing that although they are under the age of majority, they act on their own behalf and neither require nor seek the permission of their legal guardian/parent(s) and assume any potential risks to which they may be exposed in the course of their Volunteering.</li> <li>2.2. Individuals who are Volunteering at Pride Toronto, on behalf of a third party organization are not subject to the minimum age restriction and do not sign the Pride Toronto Volunteer agreement. However the third party organizations must provide adult supervision for all Volunteers 16 years and under.</li> </ol> </li> <li>3. Individuals who fall under the age of fifteen (15) or under at the time of registration are only eligible to Volunteer for Pride Toronto if they</li> </ol> |

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|  | turn sixteen (16) before their first training session, or Volunteer shift, whichever comes first, and have written parental consent. |
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| <p>Volunteer Discipline And Termination Policy</p> <p><b>V - 01</b></p> <p>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</p> |   |
| <b>Purpose</b>  | All Pride Toronto Volunteers are expected to perform their duties as outlined in their job descriptions and the organization’s policies and procedures in a safe and effective manner. Failure to do so will result in discipline, up to and including dismissal.   |
| <b>Enactment &amp; Procedures</b>   | <p>Pride Toronto will ensure the following happen, with regards to discipline:</p> <p>Communication:</p> <p>In order to provide a clear process for staff members to communicate and provide progressive discipline in circumstances when Volunteers are not providing the level of service required by their position, the organization and its clients, board members, staff and/or Volunteers, the following steps are in place:</p> <ol style="list-style-type: none"> <li>1. Staff who are supervising Volunteers will consult with the Volunteer Program Coordinator before initiating any disciplinary action steps.</li> <li>2. Depending on the severity of the offence, Pride Toronto may initiate discipline at any of the steps outlined below.</li> <li>3. The Executive Director makes the final decision on the severity of the offence in consultation with the Volunteer Program Coordinator.</li> </ol> <p>Stages in the Discipline Process</p> <ol style="list-style-type: none"> <li>1. Discussion             <ol style="list-style-type: none"> <li>1.1. When a concern first arises, the Volunteer and Volunteer Program Coordinator will meet to discuss the concern. The concern will be explained in terms of the actual behaviour that is deficient. This provides an opportunity to discuss solutions in a supportive, non-threatening manner.</li> <li>1.2. Staff working with Volunteers must inform the Volunteer Program Coordinator of any discussions.</li> </ol> </li> </ol> |

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|  | <ul style="list-style-type: none"><li>1.3. Subsequent steps will not be undertaken by any Staff working with Volunteers without first consulting the Volunteer Program Coordinator</li><li>1.4. If required, a Volunteer performance management plan will be developed in order to further support the Volunteer in their role.</li></ul> <p>2. Verbal Warning</p> <ul style="list-style-type: none"><li>2.1. Should the problematic behaviour or concern not be rectified through discussion, the Volunteer Program Coordinator will advise the Volunteer of the concern and expected behaviour.</li><li>2.2. This discussion will be documented as per Pride Toronto’s incident reporting procedures (<i>refer to Policy – Incident Reports</i>) and recorded in the Volunteer’s file.</li><li>2.3. A Volunteer performance management plan will be developed in an effort to improve the problematic behaviour of concern and further support the Volunteer in their role.</li></ul> <p>3. Written Warning</p> <ul style="list-style-type: none"><li>3.1. If the problematic behaviour persists, the Volunteer Program Coordinator will meet with the Volunteer to review the inappropriate behaviour and determine a method to change the behaviour. The consequence of not changing will be discussed.</li><li>3.2. The conversation will be documented in a letter signed by both parties and placed in the Volunteer’s file. The letter must contain the following information:<ul style="list-style-type: none"><li>3.2.1. Date(s) of verbal reprimand</li><li>3.2.2. Nature of reprimand</li><li>3.2.3. Description of the unacceptable behaviour</li><li>3.2.4. Description of acceptable behaviour</li><li>3.2.5. Consequence of repetition</li><li>3.2.6. Time frame for corrective action and review to take place</li></ul></li><li>3.3. The Volunteer performance management plan will be modified to reflect the time frame established for performance improvement.</li></ul> <p>4. Disciplinary Suspension</p> |
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|  | <p>4.1. The Volunteer will be advised at a meeting with the Volunteer Program Coordinator and Staff supervisors, as appropriate, that they will be placed on temporary suspension from regular duties for a specified period of time to reinforce the serious nature of failure to comply with the required actions.</p> <p>4.2. A letter detailing this information will be issued to the Volunteer and a copy will be kept in the Volunteer’s file.</p> <p>5. Termination/Dismissal</p> <p>5.1. If there are no other alternative solutions and the problematic behaviour has not been corrected, the Volunteer’s placement will be terminated.</p> <p>All the steps of the disciplinary process will be documented in the Volunteer’s file.</p> <p>The following are considered grounds for immediate dismissal:</p> <ol style="list-style-type: none"><li>1. Illegal, violent and/or unsafe acts.</li><li>2. Theft of property or misuse of Pride Toronto, equipment or materials.</li><li>3. Being under the influence of alcohol or drugs while performing Volunteer duties (refer to Policies – Medical Cannabis and Recreational Cannabis).</li><li>4. Any action or behaviour that causes harm to other Volunteers / Staff / Board of Directors / Vendors / Artists .</li></ol> <p>In the event that the Volunteer Program Coordinator cannot be part of the disciplinary action, which will be determined at the discretion of the Volunteer Program Coordinator or the Director of Operations, the Director of Operations will be the main contact for the Volunteer and will be responsible for administering the Stages in the discipline process.</p> |
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| Volunteer Orientation And Training Policy                                    |   |
| V - 01<br>Last Approved by Pride Toronto Board of Directors: June 15th, 2021 |   |
| <b>Purpose</b>   | All new volunteers are required to complete an orientation session and additional training as required for the volunteer position.  |
| <b>Enactments &amp; procedures</b>   | <p>Pride Toronto will ensure the following:</p> <ol style="list-style-type: none"><li>1. During the orientation process, the Volunteer Program Coordinator ensures the following information is provided to all Volunteers before they begin their placement:<ol style="list-style-type: none"><li>1.1. The organization’s vision, mission and values.</li><li>1.2. The Volunteer’s roles and responsibilities.</li><li>1.3. Statement of Volunteer Rights.</li><li>1.4. Overview of programs and services at Pride Toronto.</li><li>1.5. Policies and procedures relevant to their Volunteer position.</li><li>1.6. The Standards of the Canadian Code for Volunteer Involvement.</li><li>1.7. Overview of yearly knowledge sharing sessions.</li></ol></li><li>2. All Volunteers must receive information on accessibility standards and a safe work environment.</li><li>3. Each Volunteer will receive additional orientation and knowledge sharing sessions specific to their Volunteer role from the Volunteer Program Coordinator and/or appropriate staff member.</li><li>4. Additional skill development and knowledge sharing opportunities may be available to Volunteers throughout the duration of their volunteer term.</li><li>5. The Volunteer Program Coordinator is responsible for the design and implementation of orientation and knowledge sharing sessions for all Volunteers. Other staff members that work with volunteers may also be involved, as appropriate.</li></ol> |

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| <p>Volunteer Rights and Responsibilities Policy</p> <p><b>V - 01</b><br/> <b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |  |
| <b>Purpose</b>  | <p>Volunteers at Pride Toronto have both rights and responsibilities that they are entitled to and must fulfil while being involved with Pride Toronto.</p>  |
| <b>Enactments &amp; Procedures</b>  | <p>All Volunteers have the right to:</p> <ol style="list-style-type: none"> <li>1. To be treated with respect and as a valued team member.</li> <li>2. To be assigned a suitable, clearly described, position that contributes to the mission of Pride Toronto.</li> <li>3. To have access to information contained in their volunteer records.</li> <li>4. To have their contributions recognized.</li> <li>5. To request documentation confirming their volunteer work.</li> <li>6. To have access to appropriate information, training and supervision so they can meet the responsibilities of their position.</li> <li>7. To receive supervision, training and feedback on their performance and have access to a dispute resolution process.</li> <li>8. To give feedback, suggestions or concerns.</li> <li>9. To have volunteer records kept confidential.</li> <li>10. To volunteer in a safe and healthy environment.</li> <li>11. To have every effort made to align with any accessibility needs that may be required.</li> <li>12. Pride Toronto is committed to the principles of employment equity. Volunteers from all qualified candidates are welcome; in particular, applications are encouraged from racialized people, Indigenous people, people with disabilities, queer and trans people, and women.</li> </ol> <p>All Volunteers have the responsibility to:</p> <ol style="list-style-type: none"> <li>1. Work in unison with fellow Volunteers, Staff members, students, interns and Board Members</li> <li>2. Successful completion of all tasks assigned, from either staff liaison or Volunteer supervisor</li> <li>3. Mandatory attendance of Pride Toronto events, meetings and trainings:             <ol style="list-style-type: none"> <li>3.1. 2SLGBTQ+ Training</li> <li>3.2. Pride Toronto 101 Training</li> <li>3.3. Toxic Masculinity &amp; Gender based Violence Training</li> </ol> </li> </ol> |

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|  | <ul style="list-style-type: none"><li>3.4. Anti-Black Racism and Anti-Oppressions Training</li><li>3.5. Pronoun Training</li><li>3.6. Accessibility Training</li><li>3.7. Festival Logistics Training</li><li>3.8. Festival Site Walk (when necessary)</li><li>3.9. Debrief Sessions</li><li>3.10. Other meetings and events as deemed necessary</li><li>4. To read and be supportive of Pride Toronto’s Mission, Vision &amp; Values.</li><li>5. To keep all information and records of the organization and of Volunteer and paid staff information confidential.</li><li>6. To treat all Volunteers, Staff and participants at Pride Toronto events with respect.</li><li>7. Volunteers will at all times strive to perform Volunteer services in a safe, conscientious and courteous manner so as to cause no injury or distress to themselves or others.</li><li>8. To perform duties to the best of their ability.</li><li>9. To arrive at Volunteer Headquarters on time, to complete the full duration of their shift, and to check-out at Volunteer Headquarters at the end of every shift.</li><li>10. To recognize that they represent the organization and therefore need to act in an appropriate manner.</li><li>11. To not perform their duties under the influence of alcohol or non-prescription drugs.</li><li>12. To report all accidents/incidents to your immediate supervisor or emergency personnel as the situation necessitates.</li><li>13. To give accurate and true personal information (name, address, telephone, Driver’s License, e-mail) to Pride Toronto when it is requested.</li><li>14. To read and agree to act in accordance with all Pride Toronto policies.</li><li>15. Additional tasks as needed.</li></ul> |
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| Volunteer Recognition Policy   |  |
| V - 01<br>Last Approved by Pride Toronto Board of Directors: June 15th, 2021 |  |
| <b>Purpose</b>   | Pride Toronto believes that volunteers should be celebrated and recognized for their contributions. Volunteer recognition is an integral part of the everyday work environment at Pride Toronto. Volunteers receive both formal and informal recognition for their contribution to Pride Toronto.  |
| <b>Enactment &amp; procedure</b>   | Pride Toronto Volunteer recognition is demonstrated in the following ways: <ol style="list-style-type: none"><li>1. A formal Volunteer recognition event is scheduled annually to demonstrate the important role of Volunteers. This event is organized by the Volunteer Program Coordinator in collaboration with staff, as appropriate.</li><li>2. All Volunteers who require letters confirming their hours are provided with one.</li><li>3. References are provided upon request after a minimum three-month commitment.</li><li>4. Informal recognition occurs frequently in the day-to-day interaction between a Volunteer and their supervisor or other staff members and may include communication in person and via email highlighting exceptional service.</li><li>5. The Volunteer Program Coordinator ensures that formal nominations are made for external Volunteer awards.</li></ol> |

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| <p>Volunteer Records Policy</p> <p><b>V - 01</b><br/> <b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |  |
| <p><b>Purpose</b></p>   | <p>All Volunteers have the right to access information contained in their Volunteer file. Volunteer records are confidential and will be kept in a secure location by the Volunteer Program Coordinator</p>  |
| <p><b>Enactment &amp; Procedures</b></p>  | <p>Volunteer records should include but are not be limited to:</p> <ol style="list-style-type: none"> <li>1. Contact information</li> <li>2. Emergency contact information</li> <li>3. Application form/resume</li> <li>4. Reference checks (where applicable)</li> <li>5. Record of interview (if applicable)</li> <li>6. Signed confidentiality agreement</li> <li>7. Police clearance letter (not required for all Volunteers and if required stored with human resources)</li> <li>8. Date of orientation</li> <li>9. Feedback/evaluation forms</li> <li>10. Parental consent (where applicable)</li> <li>11. Conflicts and complaints:             <ol style="list-style-type: none"> <li>11.1. Documentation sent to Pride Toronto regarding the Volunteer</li> <li>11.2. Copies of letter written by the staff for the Volunteer</li> <li>11.3. Written warnings and a record of verbal warning given to Volunteers</li> </ol> </li> </ol> <p>Upon request, Volunteers may examine their personnel file in the presence of the Volunteer Program Coordinator or designate.</p> <p>Volunteer records are the property of Pride Toronto. Personnel files should be examined in private and no material may be removed from, or added to, the file. Volunteers are permitted to make copies of any information in their files.</p> <p>Personnel files are not, under any circumstances, to be removed from the work premises or accessed on non-Pride Toronto servers.</p> |

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|  | <p>Upon review of their Volunteer personnel file, a Volunteer may submit a request to change the information in their file to their Volunteer Program Coordinator. A decision to make changes is at the sole discretion of the Volunteer Program Coordinator based on the nature of the request (i.e. request to remove letters of discipline).</p> <p>Documentation may be made for the following reasons:</p> <ol style="list-style-type: none"><li>1. To record progress</li><li>2. To record concerns</li><li>3. To create goals</li><li>4. Follow up on previous interactions</li><li>5. Interactions noted from other staff, board, or other Volunteers of Pride Toronto</li><li>6. Any other interaction involving the Volunteer that is pertinent to their Volunteer placement, performance, and interactions with Pride Toronto that would be beneficial to keep record of for future reference and review.</li></ol> <p>All documentation must be written and maintained following the guidelines below:</p> <ol style="list-style-type: none"><li>1. Understandable</li><li>2. Relevant</li><li>3. Concise</li><li>4. Objective</li><li>5. Up to date</li><li>6. Signed or initialled</li><li>7. First and last name of Volunteer and staff involved in interaction</li><li>8. Securely fastened in physical file</li><li>9. Chronologically ordered</li><li>10. Follow up actions or recommendations, if appropriate</li><li>11. The writer must refrain from stating opinions in documentation. When opinions or other non-objective language is required in order to accurately depict the interaction, then it must be clearly stated in the note and differentiated from fact.</li></ol> |
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| Volunteer Recruitment Policy   |   |
| V - 01<br>Last Approved by Pride Toronto Board of Directors: June 15th, 2021 |   |
| <b>Purpose</b>   | Pride Toronto is committed to the provision of programs and services that respond to the diverse needs of the community and provide equal treatment and opportunity for all volunteers.   |
| <b>Enactment &amp; procedures</b>  | <p>Pride Toronto will ensure that:</p> <ol style="list-style-type: none"><li>1. Recruitment efforts will reach out to a broad and diverse pool of possible candidates to strive to ensure that volunteer demographics reflect the community.</li><li>2. Reasonable accommodation will be made by Pride Toronto providing there is no undue hardship to the organization, for the following:<ol style="list-style-type: none"><li>2.1. The possibility of redesigning volunteer duties;</li><li>2.2. Adjusted volunteer schedules; and</li><li>2.3. Providing technical or human support services whenever possible.</li></ol></li><li>3. Pride Toronto will make every effort to align with any accessibility needs that may be required while recruitment is happening.</li><li>4. Pride Toronto is committed to an equity volunteer hiring process. All individuals are welcome; in particular, applications are encouraged from racialized people, Indigenous people, people with disabilities, queer and trans people, and women.</li></ol> |



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| <p>Volunteer Screening Policy</p> <p><b>V - 01</b><br/>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</p> |  |
| <p><b>Purpose</b></p>   | <p>Pride Toronto is committed to ensuring that volunteers and staff are aware of the Volunteer screening process. Volunteers that apply to roles at Pride Toronto can expect a screening, interview and selection process that is fair, reasonable and accommodating.</p> <p>Pride Toronto strives to ensure the safety of volunteers and Staff. Interviews and requirement requests will be conducted in a manner that reflects labour and human rights legislation in Ontario. The screening process will take reasonable precautions to ensure volunteers selected can meet the requirements of the role in a fair and equitable manner.</p>  |
| <p><b>Enactments &amp; Procedures</b></p>   | <p>Volunteer Responsibilities</p> <p>Volunteer candidates will complete the Volunteer registration form and demonstrate that they meet the requirements honestly and to the best of their ability. Volunteer candidates will provide references if required for the role and complete any orientation and training necessary to ensure they are prepared for the role.</p> <p>All candidates will:</p> <ol style="list-style-type: none"><li>1. Be made aware of the screening.</li><li>2. Fill out a registration form or follow application requirements from postings.</li><li>3. Submit additional requirements (such as resumes and cover letters, if required).</li><li>4. Submit personal and/or professional references if required for the purposes of selection.</li><li>5. Attend orientation and training if selected for the Volunteer role.</li></ol> <p>Staff Responsibilities:</p> <ol style="list-style-type: none"><li>1. The Volunteer Program Coordinator will conduct a risk assessment for all Volunteer roles to determine the screening requirements. These requirements should be linked directly to the risk (such as vulnerable sector checks for Volunteers working with vulnerable clients) and should be focused on the role, not the potential individual filling the role.</li></ol> |

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|  | <ol style="list-style-type: none"><li>2. It is the responsibility of the Volunteer Program Coordinator to develop appropriate interview questions for phone and/or in-person interviews (whenever necessary). Requesting references and other requirements will be based on the requirements determined by the risk assessment. If references are requested, they must be contacted.</li><li>3. It is the responsibility of any staff involved in the screening process to make a determination on whether potential Volunteers may be unfit based on the specific requirements expected of them.</li></ol> <p>The Volunteer Program Coordinator will:</p> <ol style="list-style-type: none"><li>1. Post application information on the Pride Toronto website or other information portals (i.e. Volunteer Toronto) along with any additional requirements for the role as determined by the risk assessment.</li><li>2. Contact references if required for the purposes of selection.</li><li>3. Prepare or provide orientation and training for new Volunteers that are selected, where applicable.</li></ol> <p>The screening policy and procedure is in accordance with Pride Toronto's Anti-Discrimination and Harassment Policy. Every effort will be made to select Volunteers, including Board of Director members, who represent the diverse community served by Pride Toronto.</p> <p>Registration Process</p> <p>The Volunteer application form/requirements listed in postings will ask for:</p> <ol style="list-style-type: none"><li>1. Candidate name</li><li>2. Contact information</li><li>3. Answers to registration questions, if necessary</li><li>4. An explanation of why Volunteers would be a good fit/are interested in the role (in lieu of a cover letter)</li><li>5. Any other information that the Volunteer Program Coordinator decides is relevant to the position(s) to be filled.</li></ol> <p>Registrations will be accepted through whatever means is best decided upon by the Volunteer Program Coordinator.</p> <p>References</p> <ol style="list-style-type: none"><li>1. References will not be contacted until the final stage of the screening process. Notes of the comments from reference</li></ol> |
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|  | <p>conversations will be kept in the Volunteer file, with contact information kept confidential.</p> <ol style="list-style-type: none"><li>2. The following are recommended as acceptable references:<ol style="list-style-type: none"><li>2.1. At least one person who has served in a supervisory capacity with the Volunteer in paid or unpaid settings.</li><li>2.2. At least one person who knows the Volunteer personally or can vouch for their experience as listed.</li><li>2.3. Additional references based on the level of risk in the role.</li><li>2.4. Partners, spouses, family members and medical professionals of the Volunteer may not be used as references. References may be requested at any time, but consent must be obtained from candidates before references are contacted.</li></ol></li></ol> |
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| <p>Volunteer Selection And Placement Policy</p> <p><b>V - 01</b><br/>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</p> |   |
| <p><b>Purpose</b></p>   | <p>Pride Toronto Volunteers will be placed into available Volunteer positions based upon their skills, interests, experiences, needs and availability.</p>  |
| <p><b>Enactment &amp; Procedures</b></p>  | <p>Selection and placement is based on:</p> <ol style="list-style-type: none"><li>1. Skills and experiences of the Volunteer.</li><li>2. How the interview and situational questions are answered.</li><li>3. Observable behaviours and communication skills during the interview process.</li><li>4. Availability for requested position.</li></ol> <p>If the requested position is not available, the Volunteer Program Coordinator and Volunteer will work together to find other, open Volunteer positions available. If the Volunteer does not wish to fill open positions, they will be welcome to apply when the position is open, and they are welcome to register the following years.</p> <p>Once all screening processes are completed, the Volunteer Program Coordinator will confirm Volunteer selection and placement.</p> <p>The Volunteer Program Coordinator will provide orientation and training for the Volunteer (refer to <i>Policy – Volunteer Orientation and Training</i>).</p> <p>A Volunteer candidate’s application may be declined if they:</p> <ol style="list-style-type: none"><li>1. Do not complete the screening process.</li><li>2. Do not supply the requested requirements.</li><li>3. Do not show evidence of their ability to fulfill the duties of the role.</li><li>4. Indicate behaviour that does not align with, or appear unwilling to adhere to, the mission, vision and values of the organization.</li><li>5. Have a personal reference or police record check that indicates the placement of the individual could have a harmful or negative effect on the organization, staff, volunteers or clients of Pride Toronto.</li></ol> <p>The Volunteer Program Coordinator will not rely on personal preference or opinion to decline a Volunteer.</p> |

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|  | <p>Declined candidates are entitled to a reason for the decision if requested, based on the criteria of the role.</p> <p>Declined candidates will be provided with referral information to assist them in finding potential roles at other organizations that better meet their needs.</p> |
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| <p>Volunteer Supervision And Support Policy</p> <p><b>V - 01</b><br/><b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |   |
| <p><b>Purpose</b></p>  | <p>Regular supervision of Volunteers is an important component in the development of effective working relationships between Volunteers, staff and clients. Volunteer supervision supports the development of a committed Volunteer workforce, enhances teamwork, and provides Volunteers with opportunities for learning and growth.</p>   |
| <p><b>Enactment &amp; Procedures</b></p>   | <p>Roles and responsibilities of the Volunteer Program Coordinator are as follows:</p> <ol style="list-style-type: none"><li>1. Ensures that Volunteers complete required training for accessibility and a safe working environment.</li><li>2. Ensures that Volunteers know who their staff supervisor is and are clear on their supervisor's role in supporting them.</li><li>3. Ensures that Volunteers are familiar with the conflict resolution process.</li><li>4. Meets with staff supervisors of Volunteers to discuss concerns, needs, future plans; follow-up regarding ongoing Volunteer attendance issues.</li><li>5. Keeps in touch with Volunteers on a regular basis to discuss placement, concerns and to give them an opportunity for feedback.</li></ol> <p>All Volunteers are assigned to a Staff Supervisor. Roles and responsibilities of the Staff Supervisors of Volunteers are as follows:</p> <ol style="list-style-type: none"><li>1. Provide specialized on-the-job training and orientation; specific information related to roles and responsibilities.</li><li>2. Discuss in detail the job description with Volunteers; work out a schedule of hours and days with the Volunteer.</li><li>3. Following up with the Volunteer if they are absent without providing prior notification. If absenteeism presents as an ongoing issue, the Volunteer Program Coordinator is informed.</li><li>4. Make themselves available to Volunteers on a regular basis to monitor performance, assist with problem-solving and offer support.</li><li>5. Responsible for providing feedback to Volunteers on their performance.</li></ol> |

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| <p>Vulnerable Sector Screening Volunteer Policy</p> <p><b>V - 01</b><br/> <b>Last Approved by Pride Toronto Board of Directors: June 15th, 2021</b></p> |  |
| <p><b>Purpose</b></p>   | <p>Pride Toronto is committed to creating a safe and secure environment for everyone involved with Pride Toronto.</p> <p>Pride Toronto recognizes the adverse relationship that Police organizations have with members of marginalized communities.</p> <p>Pride Toronto is instituting a Vulnerable Sector Screening Check (VSSC) for Volunteers that will ensure all volunteers in leadership positions that work directly with vulnerable populations, meet set standards directed at reducing the risk of abuse.</p>   |
| <p><b>Enactment &amp; Procedures</b></p>  | <ol style="list-style-type: none"> <li>1. The Vulnerable Sector Screening Check (VSSC) Policy applies to individuals in the following roles:             <ol style="list-style-type: none"> <li>1.1. Anyone Volunteering in the Family Pride Area or Youth Engagement activations</li> <li>1.2. Anyone Volunteering with Seniors</li> <li>1.3. Anyone Volunteering at the Accessibility Tent</li> <li>1.4. Anyone Volunteering with minors</li> </ol> </li> <li>2. The Vulnerable Sector Screening is completed as part of the Volunteer screening process for the above roles. The offer of a position is given upon the successful application of a position, pending the results of the vulnerable sector screening</li> <li>3. All new volunteers and volunteers renewing their term in the above positions must complete a VSSC when the new term has been approved.</li> <li>4. The cost for processing these checks will be absorbed by Pride Toronto.</li> <li>5. The following criminal convictions, unless pardoned, preclude an individual to sit as a volunteer working with members of vulnerable sectors             <ol style="list-style-type: none"> <li>5.1. Involving a Violent Act Anyone who has been convicted of a violent crime against another person.</li> <li>5.2. Involving a Weapons Offence Anyone who has been convicted of a crime involving Weapons.</li> <li>5.3. Involving Theft without Violence Anyone convicted of a crime involving theft over \$5000. Anyone convicted of theft under \$5000 within the past 5 years.</li> </ol> </li> </ol> |

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|  | <ul style="list-style-type: none"><li>5.4. Involving Fraud Anyone convicted of a crime involving fraud.</li><li>5.5. Involving Child Abuse Anyone who has been convicted of abusing a child, physically, emotionally or sexually. Pardons do not affect this exclusion (<i>Bill C-7</i>)</li><li>6. Review of Offences<ul style="list-style-type: none"><li>6.1. Review Committee Offences that are not included in the above summary will be reviewed on a case by case basis by the Executive Director and brought to a review committee for a decision if deemed necessary. The review committee will consist of two (2) Board Members and the Executive Director.</li><li>6.2. Summary Reports In the case where a summary report is mailed to the applicant and the individual wishes to continue the application process; an original copy of the summary report must be presented to the Volunteer Program Coordinator. If the summary report does not outline information that precludes an individual from Volunteering, then a photocopy of the summary report must be retained by Pride Toronto.</li></ul></li><li>7. Appeal Process Candidates that are precluded from volunteering due to the VSSC criteria and feel that there are unique circumstances surrounding their conviction and they do not pose risk to the organization and the population being served, the candidate is able to appeal the decision to the Executive Director and Board of Directors. Requests for appeal must be made in writing to the Executive Director outlining the unique circumstances surrounding their conviction.</li><li>8. The VSSC's will be monitored and processed by the Volunteer Program Coordinator and will be available to the Executive Director and Board of Directors. Waivers that are returned without a history of an offence as well as summary conviction reports will be stored in a locked, secured area in the Executive Director's office.</li></ul> |
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