

**City of Wetaskiwin
Council Policy**

**Volunteer
Management
Policy**



Policy Number:	CO-058
Effective On:	June 9, 2025
Approval History:	N/A
Review Frequency:	Every (4) years
Division Responsible:	Community and Protective Services
Cross-Reference:	HR-019 - Respectful Workplace HR-002 Health & Safety HR-006 Employee Attitude and Conduct 1995-21 FOIP Bylaw

1. Policy Statement

As many municipalities rely on volunteers to support and enhance city programs and services, it is important to address the recruitment, training and use and recognition of volunteers in a safe and meaningful manner. The intent of this policy is to:

- Ensure that recruitment follows leading human resource practices,
- Ensure that essential training and orientation is provided for volunteers who have willingly offered their services,
- Volunteer recognition will occur on an ongoing and annual basis.

The City acknowledges the many positive and valuable contributions that volunteers can make to ensure that we all live in a safe and viable community. Volunteer management should include recruitment, registration, training, and recognition. Without proper volunteer management, the availability and effectiveness of volunteers is greatly reduced. In keeping with the intent of the Canadian Code for Volunteer Involvement, “for each volunteer to be engaged and enthused about their role and to have a positive experience with a sense of accomplishment”, the Volunteer Management Policy is designed to:

- Adopt volunteer management practices that will manage risk, enhance program delivery and accountability, and protect volunteers, staff and public from harm,
- Meet the responsibility of the Recreation Department to carefully hire, train and support people who are carrying out volunteer activities that benefit both the Department and the volunteers.
- Provide guidance to staff in their role to facilitate positive experiences for Department volunteers.

2. Definitions

“Activity” is defined as programs, events, projects, committees or undertakings which contribute to the mandate and strategic objectives of the Department.

“Volunteer Involvement Code of Canada” Volunteer Canada provides voluntary and not-for-profit organizations with a philosophical framework for involving volunteers at the governance, leadership and direct service levels. The Code outlines the values, principles, and standards for effective volunteer practices within organizations.

“Co-op Placement/Student Volunteer” is a student placed within one or more units of the Department as part of a secondary or post-secondary academic course requirement. Student Volunteers must be screened and trained like all other volunteers prior to a placement being confirmed.

“Department” all references to “Department” denote “any department in the City of Wetaskiwin that utilizes volunteers”.

“Direct Service Volunteer Opportunities” are defined as volunteer opportunities in which the volunteer interacts directly with program participants or other customers, including persons deemed to be vulnerable.

“Duty of Care” is a legal principle which identifies the obligation of individuals and organizations to take reasonable measures to care for and protect their clients and customers to an appropriate level or standard. The standard can be defined as the level of care that a reasonably prudent person would exercise in a similar situation.

“Episodic Volunteers” involve short-duration assignments, lasting anywhere between an afternoon or shift), a day, a weekend, or even month. Volunteers participate in specific events or projects without expectation of a long-term commitment.

“Indirect Service Volunteer Opportunities” are defined as volunteer opportunities in which the volunteer does not interact directly with program participants. Volunteers may be involved with administration, committees, program support and/or special events.

“Risk Management” is the discipline for dealing with the possibility that some future event will cause harm. It provides strategies, techniques and an approach to recognize and confront any threat or danger that may hinder the organization from fulfilling its mission.

“Volunteer” is an individual enrolled by the Recreation Department who gives freely of their time, energy and skills to contribute to the mandate and strategic objectives of the Volunteer Management Program.

“Vulnerable Persons” are defined as individuals who are at greater risk of being harmed than the general population, because of their age, disability or circumstances whether temporary or permanent. “Vulnerable Persons” can include children, youth, senior citizens, people with physical, developmental, emotional, social, or other disabilities, but will also include people who have been victims of crime or accident, those who are addicted or dependent on addictive substances, and those who are otherwise left with little or no defense against persons who would harm them.

3. Standards

The City of Wetaskiwin acknowledges that volunteers are a vital human resource. Volunteers contribute to the overall sustainability of their communities and to the effective delivery of Department programs, services, committees and events.

Built upon the City’s mandates and values, the Volunteer Management Program demonstrates our belief that:

- Volunteers enhance service provision by increasing the potential scope, quality, accessibility, availability and affordability of programs, services and opportunities to
- Volunteer activities contribute to a sense of community pride and ownership, and can provide opportunities for personal growth, skill development, social interaction, physical activity and enjoyment for customers and volunteers
- Volunteers are a valuable and integral community resource, requiring and warranting appropriate volunteer management practices. Volunteers enhance and support the work of City employees, but do not replace paid staff required to carry out core programs, services and events.

*Original has been signed & filed with
Records Management*

Tyler Gandam, Mayor

Sue Howard, City Manager