

January 2018

2018

Volunteer and Placement Student Handbook



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Welcome to the City of Kingston

Thank you very much for choosing to share your talents and time with the City of Kingston. Every year, volunteers contribute hundreds of hours to events and programs with the City. Your assistance and dedication in our programs and events help ensure greater success.

Whatever your role, you are part of an innovative team, and we are very glad to have you on board. We hope that your time spent volunteering will be rewarding and full of opportunities to grow, learn and contribute.

At the City of Kingston, we value our volunteers and are committed to providing them with the support and resources they need to succeed. This manual has been designed to outline the information you will need in your volunteer role. It is important to know that you may require additional training depending on your chosen volunteer placement. We hope this handbook will allow you to feel comfortable with us. We depend on you; your success is our success.

So, let's get started.



Section 1: The City of Kingston, Council and the Corporation



Past:

Founded in 1673 by French explorers, Kingston is one of the oldest cities in Canada. Kingston was originally incorporated as a city in 1846, however; on January 1, 1998, the City was amalgamated with Kingston Township and Pittsburgh Township to form the new City of Kingston.

Present:

Today, the City of Kingston boasts a population of 123,363. It covers 451 square kilometers and contains 43 distinct neighbourhoods. It offers its citizens four excellent hospitals, three post-secondary educational institutions and a variety of entertainment. In fact, in the last five years, Kingston has grown by 5.3 percent, which means that, in each of those years, 1,232 new Kingstontians used our services.

City Council and the Strategic Plan

In order to offer appropriate services, the Kingston City Council, which consists of one Mayor and 12 Councillors, has identified key priorities that influence the shaping of Kingston's Strategic Plan. The Strategic Plan is the guiding document that outlines key areas that we in the Corporation of the City of Kingston are to focus on in an effort to enhance the quality of life in our community.

Council priorities for the 2015 to 2018 term are to:

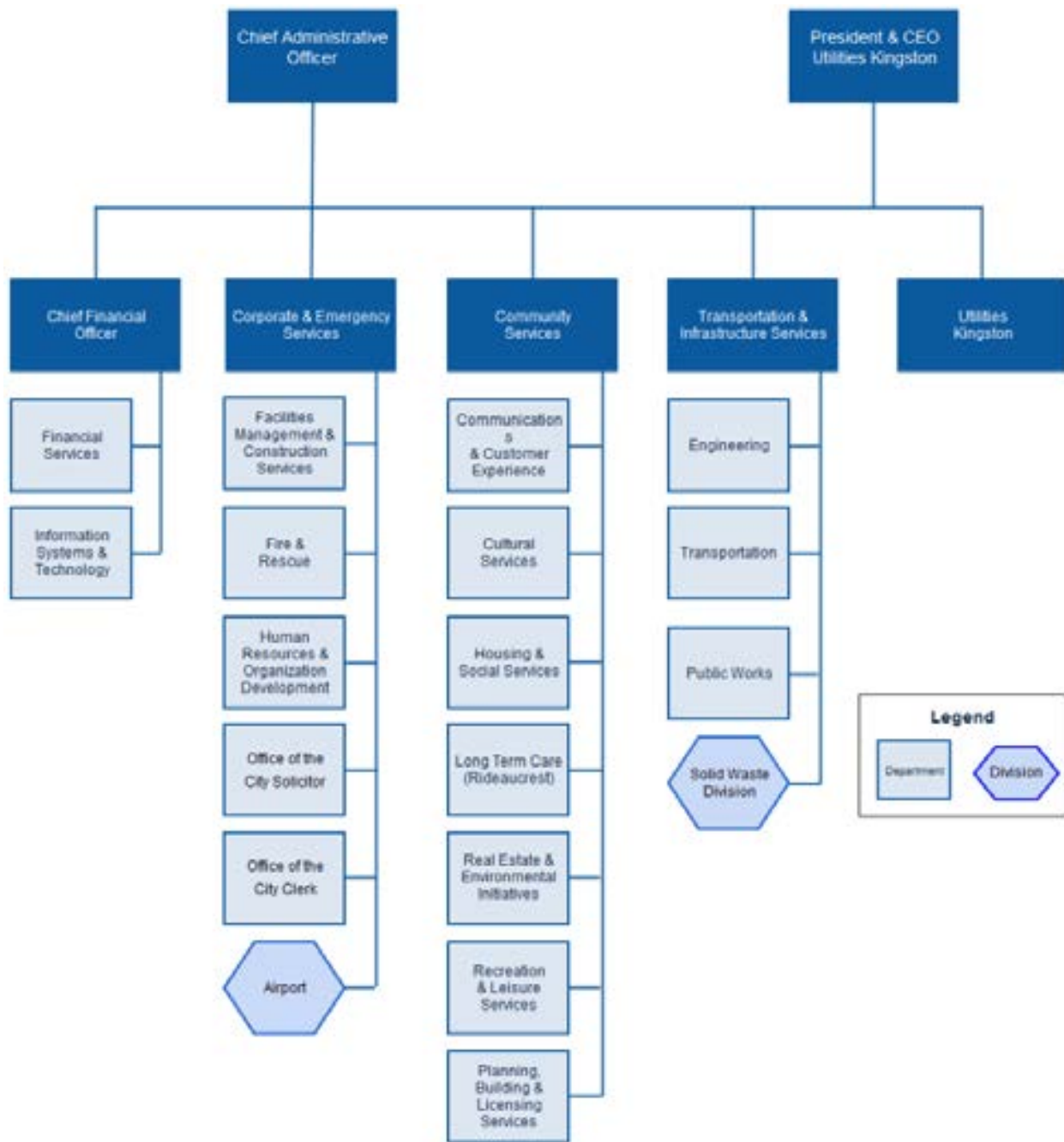
- 1) Create a smart economy
- 2) Invest in infrastructure
- 3) Plan a livable city
- 4) Green the city
- 5) Advance a vibrant waterfront
- 6) Foster open government

Our employees, and you as a volunteer, are responsible for the service delivery that has been established by Council and the Director within your department.



Corporate Structure

The corporate structure of the City is divided into groups overseen by different Commissioners who report to the City's Chief Administrative Officer. Within each group are departments, divided by function, and led by Directors who are responsible for directing staff to reach the priorities listed in the Strategic Plan.



Each group performs its role in alignment with the City’s mission, vision, and values.

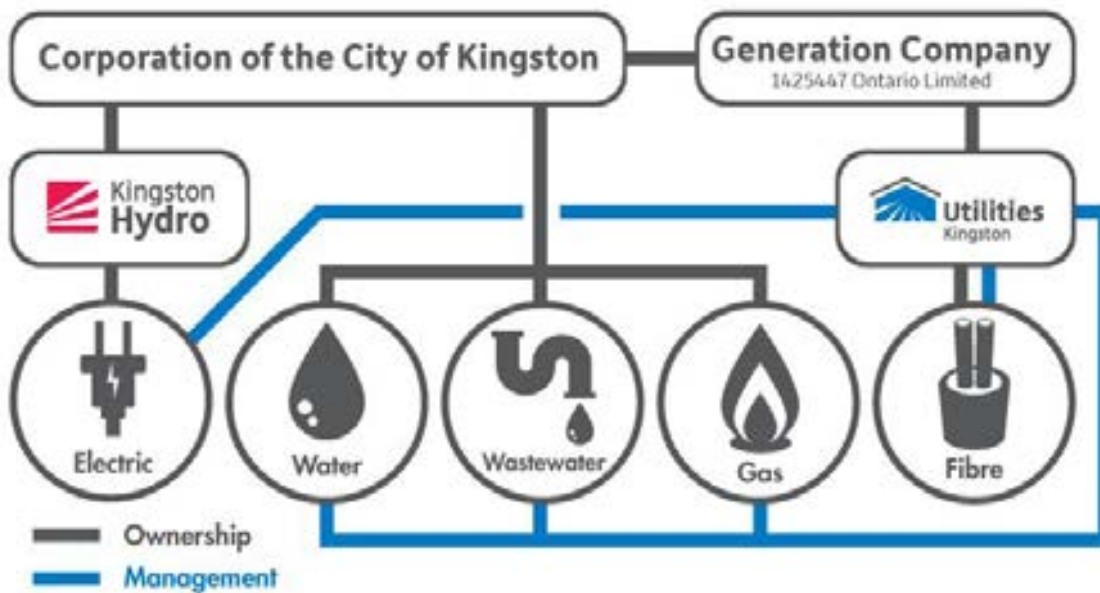
The City’s **mission** is “to enhance the quality of life for present and future generations by providing progressive, professional services and leadership that reflects the needs of all those who work, live, visit, or play in the City of Kingston.”

The City’s **vision** is “We are a progressive, innovative corporation with satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our business community. We support a high quality of life for all of our citizens and they value the services we provide.”

We fulfill our mission and vision through our **values**, which are: teamwork, respect, integrity, and pride.

Utilities Kingston and the City of Kingston’s Unique Relationship

Utilities Kingston is a fully-incorporated business that has provided the residents of Kingston with safe and reliable utility services since 1847. Over the years, its name and corporate structure have changed, but one thing has remained constant: it is the City-owned utility company accountable to the City of Kingston, City Council, and the residents of the local community.



Shared Leadership

The utility company is unique in Ontario, combining water, wastewater, gas and electrical services and a broadband fibre optics provider in one company under the leadership of a single CEO. The City of Kingston’s transportation and infrastructure services also fall under this same leadership.

Coordinated Multiple Works Program

Our joint structure enables the complex choreography of multiple work programs, leading to the timely and cost-effective completion of the work, helping to ensure that infrastructure repairs are less disruptive to residents and businesses.

Shared Services

The City and Utilities Kingston benefit from a shared services model for activities, equipment, and systems; ranging from customer care, billing, accounting, fleet and even some operational functions.

Learn more about Utilities Kingston at www.UtilitiesKingston.com

Section 2: Corporate Priorities and Critical Knowledge



Because the City serves the citizens of Kingston, 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 work for the City 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 supervisor.

Sustainability

The City of Kingston is a community partner to the Sustainable Kingston Plan, which has a vision to make Kingston Canada's most sustainable city. This means we seek to make decisions that support the four pillars of sustainability: social equity, environmental responsibility, economic health and cultural vitality. We ask that you, as a volunteer, also perform your tasks to meet the "needs of the present without compromising the ability of future generations to meet their own needs." To do this, you should try to be aware of the four pillars while providing the best service to your customer: be inclusive; conserve energy and avoid creating waste; be aware of cost inputs and outputs; and look for opportunities to celebrate the liveliness of Kingston.

Environmental Policy

The City of Kingston recognizes that its operation and activities have the potential to negatively impact the natural environment. It is for this reason that the Environmental Policy requires that the City implements and maintains sound environmental practices in order to limit any impact to the

natural environment. To do this, you specifically, must comply with environmental legislation, standards, and City environmental procedures (as described by your Volunteer Coordinator).

Customer Service

The City of Kingston aims to deliver exceptional, equitable, and accessible customer service. We recognize the need to have customer focus as a core competency, ensuring that we actively demonstrate this focus in everything we do. To deliver effective customer service, follow these tips:

1. Regularly ask yourself, “What would I think and feel if I were this customer?”
2. Link the needs of the customer to the service that you are offering.
3. Check your assumptions about what matters to customers.
4. Think of ways to prevent, not just fix customer problems.

Accessibility for Ontarians with Disabilities Act

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”.

The **Accessible Information and Communications Standard** establish processes that we must follow to create, provide, and receive information and communication in ways that are accessible to people with disabilities. We have to:

- Make our website and web content accessible.
- 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.
- Make feedback processes accessible by providing accessible formats and communications supports when requested. And,
- 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.

The **Customer Service 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; and (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 tips include:

- Identify yourself when you approach and speak directly to your customer.
- Asking “How can I help?”
- Listen
- Maintain eye contact, and use body language, gestures, and facial expressions to help you communicate
- Reduce background noise
- If appropriate, ask the customer if another method of communicating would be easier
- When providing information, be precise and descriptive – use plain language
- Do not speak to your customer in a patronizing or infantilizing way

- 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
- Don't make assumptions about what a person can or cannot do
- Be patient and allow extra time if needed. Don't interrupt your customer's sentences
- Be willing to rephrase or explain something again in another way, if needed
- 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 with your work at the City. Under the Accessibility for Ontarians with Disabilities Act, "disability" means:

- (a) 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 co-ordination, 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,
- (b) A condition of mental impairment or a developmental disability,
- (c) A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) 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 City 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 customer. The customer 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 City charges a fee (i.e. show at the Grand Theatre), 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 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.

As mentioned above, our customers with disabilities also have the right to equal treatment and equal access to facilities and services.

Accommodation Responsibilities

As an employer or service provider, the City must:

- Accept requests for accommodation from employees, tenants and clients in good faith.
- Ask only for information that is needed to provide an accommodation.
- Take an active role in looking at accommodation solutions that meet individual needs.

- Deal with accommodation requests as quickly as possible, even if it means creating a temporary solution while developing a long-term one.
- Respect the dignity of the person asking for accommodation, and keep information confidential.
- Cover 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.

Acceptable Use of Information Technology Policy

The *Acceptable Use of Information Technology Policy*, which amends and replaces the former Computer Use Policy, establishes standards for the use of the City's information technology in compliance with the law and City policies including, but not limited to, the *Code of Conduct Policy*.

For the purposes of this policy, "information technology" means the City's digital applications and systems, including computing, telecommunications infrastructure and end-user devices used for creating, processing, transmitting and storing data.

What you need to know:

It is important that you read this policy and understand your role in protecting the City from damaging, inappropriate or illegal activity that may compromise the City, its reputation or the integrity of its systems, networks, information and services.

All volunteers must comply with this policy and, as per section 4.5, shall:

1. Not use information technology for personal use that in any way interferes with their work or City business;
2. Keep information technology secure and free from damage or loss; and
3. Report theft, loss or unauthorized disclosure of confidential or proprietary information to their supervisor immediately.

Questions?

Visit KingNet for the full policy.



Workplace Violence and Harassment

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

The City of Kingston aims to provide a work environment that is free from all harassment and discrimination. Your supervisor will deal effectively, quickly, and fairly with any situations involving claims of harassment or discrimination in the workplace.

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

What is workplace violence and harassment, you might ask?

Well, workplace violence can be defined as:

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

- Type 1 – Violence by Strangers
- Type 2 – Violence by Workers or Former Workers
- Type 3 – Violence by Customers/Clients
- Type 4 – Violence by Personal Relations

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

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



Domestic violence must also be managed in the workplace. **Domestic violence** may be defined as a situation where a worker 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 worker in the workplace.

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

- (a) show up unannounced;
- (b) phone or email repeatedly;
- (c) force the victim to be late or absent from work; or
- (d) work with their victim and continuously harass/assault him or her on the job site.

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



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 job functions; and good natured jesting are not considered workplace violence or harassment.

It is important to distinguish what behaviour is acceptable and unacceptable so as to keep you safe.

If you feel that you have been violated or harassed, speak to your supervisor who will assist you with the appropriate action to take.

WHMIS

The Workplace Hazardous Materials Information System (WHMIS), Canada's national hazard communication system, was first introduced in 1988 and has provided information on the safe use of hazardous materials in the workplace.

Today, WHMIS 2015 offers the best of the old and the best of the new. WHMIS now incorporates elements from the Globally Harmonized System for Classification and Labeling of Chemicals (GHS). Going forward, WHMIS 2015 will become the new hazard communication and information requirement within the Canadian workplace offering all workers superior protection from hazardous materials in the workplace.

GHS may or may not be familiar to you, but it was developed as part of an international initiative to standardize chemical hazard classification and communication.



The inclusion of GHS elements in WHMIS 2015 assists in harmonizing hazard communication systems worldwide and in particular between the United States and Canada. It is important; however, to understand that GHS does not replace WHMIS but rather WHMIS 2015 adopts select GHS elements to ensure the best protection possible for Canadian workers.

In February 2015, Canada revised the Hazardous Products Act and published the Hazardous Products Regulations to incorporate GHS into the new WHMIS 2015.

To give time to suppliers, employers and workers to adjust to the new system, the implementation will take place over a multi-year period where both WHMIS 1988 and WHMIS 2015 may be used in the workplace. From now until May 31, 2017, suppliers (manufacturers and importers) can use WHMIS 1988 or WHMIS 2015 to classify and communicate the hazards of their products. Beginning June 1, 2017 to May 31, 2018, distributors can continue to sell, and suppliers importing for their own use can continue to import hazardous products with labels and (M)SDSs that are compliant with WHMIS 1988 or WHMIS 2015. By December 31, 2018, WHMIS 2015 will be fully implemented.

Labels

In Canada, WHMIS legislation requires that products used in the workplace that meet the criteria to be classified as hazardous products must be labeled.

Labels are the first alert to the user when the 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 and to prepare and apply a workplace label when appropriate.

There are two main types of WHMIS labels: supplier labels and workplace labels.

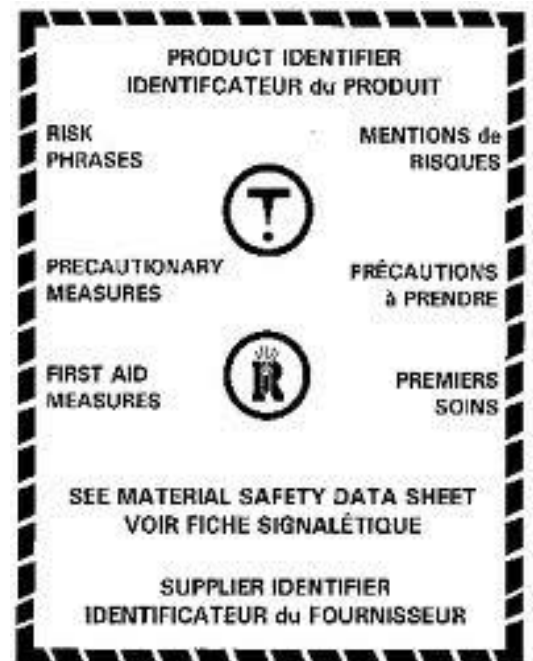
Supplier Labels

A supplier label is provided or affixed (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).

The supplier label must include the following information:

1. Product identifier (usually name of product)
2. Initial supplier identifier (name of company that manufactured or sold it)
3. Pictogram(s)
4. Signal word (words that describe the main hazards of the product)
5. Hazard statement(s) (description of hazard)
6. Precautionary statement(s) (how to work with the product safely)
7. Supplemental label information



A supplier label must be updated within 180 days when the supplier becomes aware of any significant new data.

Workplace Labels

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

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

The workplace label must contain:

- A product identifier (matching the SDS product name)
- Safe handling precautions, may include pictograms or other supplier information
- A reference to the SDS (if available)

Supplier and workplace labels are used on hazardous materials known as controlled products. A controlled product is any product that meets government testing requirements and is then assigned to a class.

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 if you are unsure how to proceed.

WHMIS Chemical Hazard Pictograms 2015

WHMIS 1988 hazard class	WHMIS 1988 Symbols	WHMIS 2015 Symbols	WHMIS 2015 hazard class
A			Gases Under Pressure
B1 to B6			Flammables, Self-Heating, Emit Flammable Gases, Pyrophoric Gases, Liquids & Solids Organic Peroxides
C			Oxidizing Gases, Liquids, Solids
D1			Acute Toxicity - Oral, Dermal, Inhalation
D2			Eye Irritation, Skin Irritation Skin/Respiratory Sensitization, Carcinogenicity Mutagenicity Reproductive Hazards
D3			Biohazardous Infectious Materials
E			Skin/Eye Corrosion Corrosive to Metals
F			Self-Reactive Substances Organic Peroxides
N/A	N/A		Explosive Substances (Explosives are still covered under WHMIS exclusions for now)
N/A	N/A		Aspiration, Stot (Single Exposure, Repeated Exposure)
N/A	N/A	N/A	Combustible Dusts
N/A	N/A	N/A	Simple Asphyxiants
N/A	N/A	Use appropriate symbol	Physical Hazards Not Otherwise Classified, Health Hazards Not Otherwise Classified

Safety Data Sheets (SDS)

Safety Data Sheets (SDSs), also 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. The WHMIS 2015 SDSs contain 9 sections whereas the WHMIS 1988 MSDSs contain 16 sections – depending on which legislation a supplier is following, either precautionary documentation may be supplied.

SDSs 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 tell users what the hazards of the product are, how to use the product safely, what to expect if the recommendations are not followed, how to recognize symptoms of exposure, and what to do if emergencies occur. This information can be found in 16 different sections on the SDS. SDSs are required to be accurate at the time of sale. An SDS will be required to 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.

WHMIS Education and Training

Education is required by law for all workers who use, handle or work near WHMIS controlled products. WHMIS education means teaching workers about WHMIS and the hazards of controlled products used or stored in the workplace. WHMIS training refers to instruction in worksite-specific information such as work and emergency procedures. All employers must have an active worker education and training program. The overall goal is to give workers knowledge and information that they can understand and apply to protect their health and safety every day.

Education

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 City's procedure for storage, handling, use, disposal, emergencies, spills, and what to do in unusual situations.

Section 3: Volunteer Information

Police checks

When applying for a volunteer position with the City of Kingston, you will be asked to obtain a police or vulnerable persons check. Once you have received the police/vulnerable persons check, submit it to your Supervisor. The collection, use, and disclosure of the information will be directly related to your volunteer position and will be kept confidential.

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 direct supervisor immediately.

Attendance

You are expected to report to your assignment as scheduled. If you are unable to report to your shift, please call your supervisor 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 at the City. If you are unsure what to wear, ask your supervisor.

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 supervisor 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 the City, you can expect to receive support and supervision while in your role. The nature, level, frequency, and duration of support and supervision can vary significantly depending on the circumstances involved.

January 2018

Volunteer and Placement Statement of Confidentiality

As a volunteer or placement student associated with the City of Kingston, I will have access to information and material relating to clients, employees, and others that is of a private and confidential. At all times I will respect the privacy of clients, employees, and all associated individuals.

The principles and philosophy of the City of Kingston 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 to 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.

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 the City of Kingston.

Volunteer and Placement Student Code of Conduct

Volunteers and placement students are expected to meet a standard of conduct that exemplifies professional integrity in the course of their work to ensure public confidence and trust is maintained. They must interact with customers, employees, community agencies, and the public on a daily basis, be polite, professional and respectful in all their interactions. As such, they are expected to serve the public well and respect the rights of the Corporation and its employees.

As a volunteer or placement student, you are required to care for City assets that include all property, equipment, software, information and time. City assets may only be used for City purposes or as approved by your supervisor. Furthermore, we use information collected by the City for purposes consistent with the use for which it was collected. In addition, we only use, collect, and disclose information in accordance with the Freedom of Information and Protection of Privacy Act and only for the purpose of carrying out City duties.

Volunteers and placement students will report to their assigned work place on time. If reporting repeatedly late for work, they are subject to dismissal. They shall notify their supervisor if they are unable to do so with as much notice as possible. They must wear appropriate safety equipment as deemed necessary by the supervisor. Appropriate clothing must be worn at all times. Breaks and lunch hour allotments will be determined by your supervisor. If for any reason you are required to leave your assignment you must obtain permission from your supervisor. Violation of this or any other applicable City policy will be subject to review and, depending on the seriousness, may result in termination of assignment.

I have read and understand the conditions outlined in this statement.

Name:

Witness Name:

Signature:

Signature of Witness:

Date:

Date:

January 2018



THE CORPORATION OF THE CITY OF KINGSTON
 216 Ontario Street, Kingston, Ontario K7L 2Z3
 Phone: 613-546-4291
 Website: www.cityofkingston.ca

VOLUNTEER AGREEMENT

				Volunteer	Guardian
				INITIAL	
NAME:	Last:	First:	Initial:	Telephone:	
ADDRESS	Street No./Street		City	Province	
	Postal Code:		Email:		
PERSONAL	Birth date (MM/DD/YYYY)				
Emergency Contact:	Name:			Telephone:	

I, _____, in agreeing to perform duties for The Corporation of The
 (Please print full name)
 City of Kingston as a volunteer in the position of _____, fully
 understand and agree to the following:

1. That I am a volunteer and I will not receive any remuneration, salary, wage or any other employee benefit whatsoever, or be covered by the Workplace Safety and Insurance Board, and that I am responsible to comply with the rules, regulations and policies established by the City of Kingston;
2. That I will attend orientation or training sessions as deemed necessary by the City of Kingston;
3. That except as authorized, I will not use facilities and equipment or divulge or make any use of confidential information; any breach of this agreement or any evidence of unsatisfactory service will result in immediate termination by The City of Kingston;
4. That my volunteer activity may involve personal risk and could result in property damage or bodily injury. I acknowledge that, while the City of Kingston carries insurance coverage as outlined below, I am aware there are risks associated with or related to my volunteer duties. Notwithstanding this acknowledgement, I hereby release the City of Kingston from all claims for said damage or injury. This release is binding on my heirs, next of kin, executors and administrators;
5. That I am covered by the City of Kingston general liability insurance coverage in the event of a claim or action against me as a direct result of my volunteer work for the City of Kingston. The policy contains exclusions that may limit coverage;

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6. That I shall be eligible for a principal sum of \$50,000 in the event of Accidental Death or Dismemberment, an Accident Medical Reimbursement Benefit of up to \$5,000 and Accidental Dental Reimbursement Benefit of up to \$5,000 while performing the duties of a volunteer under the direction of the City of Kingston and the terms of the City of Kingston Volunteer Accidental Injury Death and Dismemberment Coverage While On Duty policy;
7. That I will agree to complete a criminal reference check, including Vulnerable Sector Screening if applicable. Satisfactory results will be required in order to participate as a volunteer. An updated criminal reference check shall be required every three (3) years or sooner if determined the City of Kingston;
8. That in the event of an injury or emergency, and an emergency contact cannot be reached, that permission is given to City of Kingston staff to seek appropriate medical treatment;
9. That if I no longer wish to be a volunteer, as much notice as possible will be given, in writing, if possible;
10. I understand the City of Kingston can terminate this volunteer relationship at any time without notice.

BY SIGNING THAT FORM, I ACKNOWLEDGE HAVING READ, UNDERSTOOD, & AGREED TO THE ABOVE CONDITIONS

Signed at _____ this _____ day of _____, 20_____.

Name (please print)

Signature

City of Kingston Representative

Parent / Guardian signature – if volunteer is under the age 18 years of age

The personal information contained on this form is used for administrative purposes only. Your information remains confidential and will not be shared with third parties.

Original: Administration

Copy: Volunteer

Handbook Sign-off

I have read and understand the policies and procedures as described in the Volunteer and Placement Student Handbook. I am aware that I can keep a copy of this handbook 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 handbook could lead to termination.

Name: _____

Signature: _____

Date: _____

Witness Name: _____

Signature of Witness: _____

Date: _____