



Volunteer Management Policy

Issue Date
6 MARCH 2024
By



Table of Contents

- 1 Introduction and Purpose..... 7
- 2 Scope..... 7
- 3 Definitions 7
- 4 Volunteer Recruitment 8
 - 4.1 Recruitment Process..... 8
 - 4.2 Application Procedures..... 8
 - 4.3 Background Checks 8
 - 4.4 Qualifications and Requirements 8
 - 4.5 Selection Criteria..... 8
- 5 Volunteer Training and Orientation..... 9
 - 5.1 Orientation Process..... 9
 - 5.2 Topics Covered in Orientation 9
 - 5.2.1 GRFS Mission and Values 9
 - 5.2.2 Policies and Procedures..... 9
 - 5.2.3 Operational Overview 9
 - 5.2.4 Volunteer Role Specifics..... 9
 - 5.2.5 Cultural Sensitivity and Inclusivity 9
 - 5.3 Ongoing Training Programs 9
 - 5.4 Mentorship and Support 9
- 6 Roles and Responsibilities 10
 - 6.1 Volunteers..... 10
 - 6.1.1 Commitment to Mission 10
 - 6.1.2 Role-specific Responsibilities 10
 - 6.1.3 Attendance and Punctuality 10
 - 6.1.4 Communication..... 10
 - 6.1.5 Confidentiality 10
 - 6.1.6 Continuous Learning 10
 - 6.2 Organization (GRFS)..... 10
 - 6.2.1 Support and Guidance 10
 - 6.2.2 Clear Communication 10
 - 6.2.3 Training Opportunities 10
 - 6.2.4 Recognition and Appreciation..... 11

6.2.5	Safe and Inclusive Environment	11
6.2.6	Feedback Mechanism	11
7	Volunteer Supervision and Support	11
7.1	Supervision Structure	11
7.2	Support Mechanisms	11
7.2.1	Regular Check-ins	11
7.2.2	Training Opportunities	11
7.2.3	Resource Access	11
7.2.4	Peer Support	11
7.3	Seeking Guidance or Assistance	12
7.3.1	Open Communication	12
7.3.2	Feedback Mechanism	12
7.3.3	Reporting Concerns	12
7.3.4	Confidential Channels	12
8	Code of Conduct and Behavior	12
8.1	Professionalism	12
8.2	Confidentiality	12
8.3	Conflict Resolution	12
8.4	Interpersonal Interactions	13
8.5	Accountability	13
8.6	Use of Resources	13
8.7	Compliance with Laws and Policies	13
8.8	Representation of GRFS	13
8.9	Reporting Violations	13
8.10	Continuous Improvement	13
9	Safety and Liability	13
9.1	Safety Measures and Protocols	13
9.1.1	Volunteer Training	13
9.1.2	Emergency Response	14
9.1.3	Risk Assessment	14
9.2	Liability Insurance Coverage	14
9.2.1	Coverage Overview	14
9.2.2	Limitations and Exclusions	14

- 9.2.3 Reporting Incidents 14
- 9.2.4 Seeking Medical Attention 14
- 9.2.5 Volunteer Acknowledgment 14
- 10 Volunteer Recognition and Appreciation..... 14
 - 10.1 Recognition Programs 15
 - 10.1.1 Certificates of Appreciation 15
 - 10.1.2 Public Acknowledgment..... 15
 - 10.1.3 Volunteer of the Month/Year Awards..... 15
 - 10.2 Appreciation Events 15
 - 10.2.1 Annual Volunteer Appreciation Event 15
 - 10.2.2 Special Recognition during Events 15
 - 10.3 Personalized Thank-You Notes 15
 - 10.4 Inclusion in Organizational Communications 15
 - 10.5 Continuous Feedback and Communication 15
- 11 Conflict Resolution and Grievance Procedures 16
 - 11.1 Conflict Resolution 16
 - 11.1.1 Informal Resolution..... 16
 - 11.1.2 Supervisor Intervention 16
 - 11.1.3 Mediation..... 16
 - 11.2 Grievance Procedures 16
 - 11.2.1 Submission of Grievances 16
 - 11.2.2 Investigation and Resolution 16
 - 11.2.3 Escalation Process 16
 - 11.2.4 Confidentiality 16
 - 11.2.5 Non-Retaliation Policy 16
 - 11.2.6 Continuous Improvement 17
- 12 Termination and Dismissal 17
 - 12.1 Grounds for Termination 17
 - 12.1.1 Violation of Code of Conduct..... 17
 - 12.1.2 Failure to Fulfill Responsibilities 17
 - 12.1.3 Unethical Behavior 17
 - 12.1.4 Legal Violations 17
 - 12.2 Dismissal Procedures 17

12.2.1	Initial Review	17
12.2.2	Formal Warning.....	17
12.2.3	Probationary Period	17
12.2.4	Final Review.....	18
12.2.5	Termination Decision	18
12.2.6	Exit Interview	18
12.2.7	Confidentiality	18
13	Records and Documentation	18
13.1	Volunteer Hours.....	18
13.1.1	Time Tracking	18
13.1.2	Submission of Hours.....	18
13.2	Training Records.....	18
13.2.1	Training Attendance	18
13.2.2	Certificates and Achievements	18
13.3	Evaluations and Performance Records	19
13.3.1	Performance Evaluations	19
13.3.2	Individual Development Plans.....	19
13.4	Data Privacy and Confidentiality	19
13.4.1	Volunteer Profiles.....	19
13.4.2	Consent for Data Usage.....	19
13.4.3	Data Security Measures	19
13.4.4	Retention Period	19
13.4.5	Confidentiality Training	19
14	Evaluation and Feedback.....	19
14.1	Volunteer Performance Evaluation	19
14.1.1	Periodic Evaluations:	19
14.1.2	Evaluation Criteria.....	20
14.1.3	Self-Assessment.....	20
14.1.4	Supervisor Feedback	20
14.1.5	Individual Development Plans.....	20
14.2	Feedback Mechanisms.....	20
14.2.1	Volunteer Surveys	20
14.2.2	Focus Group Discussions	20

14.2.3	Anonymous Feedback Channels.....	20
14.2.4	Exit Interviews	20
14.3	Continuous Improvement	20
14.3.1	Analysis of Feedback	20
14.3.2	Adaptation of Programs.....	21
14.3.3	Communication of Changes	21
15	Review And Revision.....	21
15.1	Regular Policy Review	21
15.2	Review Frequency.....	21
15.3	Inclusive Review Process	21
15.4	Identification of Areas for Improvement	21
15.5	Legal Compliance and Best Practices	21
15.6	Communication of Changes	22
15.7	Continuous Improvement Culture	22
15.8	Documentation of Changes.....	22
16	Confidentiality And Privacy.....	22
16.1	Confidentiality Commitment.....	22
16.2	Data Protection.....	22
16.3	Communication Security.....	22
17	Volunteer Exit Process.....	22
17.1	Exit Interviews.....	22
17.2	Transition Support.....	23
17.3	Alumni Engagement.....	23
18	Legal Considerations.....	23
18.1	Compliance with Laws.....	23
18.2	Liability Protection	23
18.3	Legal Guidance.....	23
APPENDIX A: VOLUNTEER REGISTRATION INFORMATION		24
APPENDIX B: VOLUNTEER HANDBOOK		25
APPENDIX C: VOLUNTEER TIME LOG TEMPLATE		26
APPENDIX D: VOLUNTEER TRAINING RECORD		27
APPENDIX E: VOLUNTEER PERFORMANCE EVALUATION FORM		28



1 INTRODUCTION AND PURPOSE

The Grand River Friendship Society (GRFS) acknowledges the indispensable role of volunteers in advancing its mission and endeavors to establish a comprehensive and inclusive Volunteer Management Policy. This policy is designed to facilitate the recruitment, training, management, and recognition of volunteers, underscoring the organization's commitment to creating a positive and mutually beneficial environment. GRFS recognizes the diverse contributions of volunteers and aims to provide thorough orientation, ongoing training, and robust support mechanisms. The organization pledges to communicate transparently with volunteers, valuing their feedback and ensuring a smooth exit process. Through this policy, GRFS aspires to foster a dynamic and fulfilling volunteer experience that aligns with its mission of promoting unity, friendship, and cultural identity within the community. Effective as of [Date], this policy will be subject to periodic review to ensure its ongoing relevance and effectiveness.

2 SCOPE

This Volunteer Management Policy applies comprehensively to all volunteers engaged with the Grand River Friendship Society (GRFS), encompassing a diverse range of programs and initiatives. The policy extends to individuals participating in mentorship programs, events, seminars, guidance programs, and all other activities organized by GRFS to fulfill its mission. Volunteers involved in Yanki Magazine, Youth Club, and those supporting newcomers in integration processes are also included within the scope of this policy. Furthermore, it covers volunteers participating in joint programs aimed at building bridges of peace among different communities in Canada and those contributing to the intercultural dialogue initiatives organized by GRFS. The policy applies to volunteers of all ages, backgrounds, and skill sets, emphasizing inclusivity and a unified approach to community service within the framework of GRFS's objectives.

3 DEFINITIONS

Volunteers Refer to individuals who, without monetary compensation, actively contribute their time, skills, and efforts to support GRFS programs, events, and initiatives.

Mentorship Programs Structured initiatives organized by GRFS to provide guidance and support to children and youth, fostering their personal development, skills enhancement, and cultural preservation.

Yanki Magazine A monthly publication facilitated by GRFS, involving 21 young writers, 2 young editors, and a total of 23 young contributors. The magazine covers cultural, educational, artistic, and literary topics.

Youth Club A program within GRFS that encourages young people's participation in Canadian activities, fostering integration and community engagement.

Newcomers are Individuals who have recently arrived in Canada, for whom GRFS provides assistance in finding homes, obtaining furniture, completing legal documents, and facilitating integration into Canadian society.

Joint Programs Collaborative initiatives organized by GRFS to build bridges of peace among different communities in Canada, emphasizing intercultural dialogue and understanding.

Intercultural Dialogue Initiatives Activities and programs aimed at fostering understanding, cooperation, and communication among individuals from diverse cultural backgrounds within the community.

Exit Interviews Structured conversations conducted with volunteers upon their departure, providing an opportunity for them to share insights and experiences, contributing to continuous improvement.

Supervisor/Mentor An assigned individual responsible for guiding, supporting, and supervising volunteers in their respective roles within GRFS.

Feedback Mechanism An established system allowing volunteers to provide input, share concerns, and contribute ideas to enhance the volunteer experience and improve organizational processes.

4 VOLUNTEER RECRUITMENT

4.1 Recruitment Process

GRFS is committed to ensuring a diverse and skilled volunteer base through a transparent and inclusive recruitment process. Volunteer opportunities will be actively advertised through the organization's website, social media platforms, community outreach events, and other relevant channels. Potential volunteers will be encouraged to express their interest through a designated application procedure.

4.2 Application Procedures

Prospective volunteers will be required to submit a volunteer application form, which includes personal information, relevant skills, areas of interest, and a brief statement of intent. The application form will serve as a basis for assessing alignment with GRFS's values and the specific requirements of the intended volunteer role.

4.3 Background Checks

Certain volunteer positions may necessitate background checks, particularly those involving direct interaction with vulnerable populations, financial responsibilities, or positions with heightened security requirements. Background checks will be conducted in accordance with applicable privacy laws, and the information gathered will be treated with utmost confidentiality.

4.4 Qualifications and Requirements

Volunteers at GRFS are selected based on their commitment to community service, alignment with the organization's values, and the specific skills required for the designated role. While certain positions may require specialized qualifications or experience, GRFS is committed to inclusivity, and volunteers from all backgrounds and skill sets are encouraged to apply. The organization values diversity and believes that a variety of perspectives contributes to the richness of the volunteer experience.

4.5 Selection Criteria

Volunteers will be selected based on their demonstrated commitment to community service, enthusiasm for GRFS's mission, and the alignment of their skills and experiences with the needs of the organization. The selection process will be fair, impartial, and free from discrimination, ensuring that all applicants are considered based on their merits and ability to contribute effectively to GRFS's initiatives.

This recruitment process aims to attract a dedicated and diverse group of volunteers who are enthusiastic about supporting GRFS's mission and contributing to the well-being and development of the community.

5 VOLUNTEER TRAINING AND ORIENTATION

5.1 Orientation Process

Upon acceptance into the volunteer program, all volunteers at Grand River Friendship Society (GRFS) will undergo a thorough orientation process designed to familiarize them with the organization's mission, values, policies, and operational procedures. The orientation will provide a comprehensive introduction to the diverse programs, events, and initiatives undertaken by GRFS.

5.2 Topics Covered in Orientation

During the orientation, volunteers will receive information on the following key topics:

5.2.1 GRFS Mission and Values

Volunteers will gain a clear understanding of GRFS's mission to promote unity, friendship, and cultural identity within the community. The organization's core values, including inclusivity, diversity, and community development, will be emphasized.

5.2.2 Policies and Procedures

Volunteers will be introduced to the organization's policies and procedures, ensuring a clear understanding of expectations, code of conduct, confidentiality requirements, and any specific guidelines relevant to their volunteer roles.

5.2.3 Operational Overview

A comprehensive overview of GRFS's operational structure, including key staff members, departments, and the organization's approach to community engagement, will be provided.

5.2.4 Volunteer Role Specifics

Volunteers will receive detailed information about their specific roles, responsibilities, and expectations. This will include a breakdown of tasks, reporting structures, and any specific skills or knowledge required for their volunteer position.

5.2.5 Cultural Sensitivity and Inclusivity

Given GRFS's commitment to promoting cultural identity and unity, volunteers will undergo training on cultural sensitivity and inclusivity, ensuring they approach their roles with a respectful and open-minded perspective.

5.3 Ongoing Training Programs

GRFS is dedicated to the continuous development of its volunteers. Ongoing training programs will be provided to enhance volunteers' skills, knowledge, and effectiveness in their roles. These programs may cover topics such as effective communication, conflict resolution, and any role-specific skills required.

5.4 Mentorship and Support

Volunteers will be introduced to their designated supervisor or mentor during the orientation process. This individual will serve as a point of contact for guidance, support, and regular check-ins throughout the volunteer engagement.

Through this comprehensive orientation and training process, GRFS aims to equip volunteers with the knowledge, skills, and confidence needed to contribute effectively to the organization's mission and initiatives while fostering a sense of community and shared purpose among volunteers.

6 ROLES AND RESPONSIBILITIES

6.1 Volunteers

6.1.1 Commitment to Mission

Volunteers are expected to align with GRFS's mission and values, actively contributing to the promotion of unity, friendship, and cultural identity within the community.

6.1.2 Role-specific Responsibilities

Volunteers will fulfill the responsibilities outlined in their role descriptions, adhering to the guidelines provided during orientation and ongoing training.

6.1.3 Attendance and Punctuality

Volunteers are expected to attend scheduled activities, events, and meetings promptly. In cases of unavoidable absences, volunteers should communicate in advance to the designated supervisor or mentor.

6.1.4 Communication

Effective communication is crucial. Volunteers are expected to maintain open and transparent communication with their supervisors, fellow volunteers, and GRFS staff. Timely response to emails, messages, and attendance at communication sessions is essential.

6.1.5 Confidentiality

Volunteers must respect the confidentiality of sensitive information encountered during their engagement with GRFS. Any concerns about confidentiality should be promptly reported to the designated supervisor.

6.1.6 Continuous Learning

Volunteers are encouraged to actively participate in ongoing training programs to enhance their skills and knowledge, contributing to their personal and professional development.

6.2 Organization (GRFS)

6.2.1 Support and Guidance

GRFS is committed to providing support and guidance to volunteers. This includes access to resources, mentorship, and assistance in addressing challenges or concerns.

6.2.2 Clear Communication

GRFS will maintain clear and transparent communication with volunteers, providing updates on organizational activities, changes, and any relevant information that may impact volunteers.

6.2.3 Training Opportunities

The organization will offer ongoing training programs to ensure that volunteers have the necessary skills and knowledge to fulfill their roles effectively.

6.2.4 Recognition and Appreciation

GRFS values the contributions of its volunteers and will actively recognize and appreciate their efforts through formal acknowledgment, certificates of appreciation, and public recognition at events or in organizational communications.

6.2.5 Safe and Inclusive Environment

GRFS is committed to providing a safe and inclusive environment for volunteers, free from discrimination or harassment. Any concerns regarding safety or inclusivity should be reported and addressed promptly.

6.2.6 Feedback Mechanism

A feedback mechanism will be established to allow volunteers to provide input, share concerns, and contribute ideas. GRFS values the feedback of its volunteers as an essential element in continuous improvement.

This delineation of roles and responsibilities aims to create a harmonious and productive partnership between volunteers and GRFS, fostering a collaborative environment that advances the organization's mission and benefits the community as a whole.

7 VOLUNTEER SUPERVISION AND SUPPORT

7.1 Supervision Structure

Volunteers at Grand River Friendship Society (GRFS) will be assigned a designated supervisor or mentor who will serve as their primary point of contact for guidance and support. The supervisor will oversee the volunteer's activities, provide feedback, and ensure that volunteers have the necessary resources to fulfill their roles effectively. This structured supervision aims to establish a clear line of communication and accountability.

7.2 Support Mechanisms

7.2.1 Regular Check-ins

Supervisors will conduct regular check-in meetings with volunteers to discuss progress, address any challenges, and provide a platform for volunteers to express their concerns or seek clarification.

7.2.2 Training Opportunities

GRFS is committed to offering ongoing training programs to support the development of volunteers. These programs will enhance volunteers' skills, address specific challenges, and provide opportunities for continuous learning.

7.2.3 Resource Access

Volunteers will have access to relevant organizational resources to aid them in their roles. This includes informational materials, training materials, and any tools necessary for their specific volunteer activities.

7.2.4 Peer Support

GRFS encourages a culture of peer support among volunteers. Volunteers are encouraged to collaborate, share experiences, and assist each other when needed. This collaborative environment contributes to a sense of community and shared responsibility.

7.3 Seeking Guidance or Assistance

7.3.1 Open Communication

Volunteers are encouraged to maintain open communication with their supervisors. If they encounter challenges, have questions, or need clarification, they should feel comfortable reaching out to their designated supervisor in a timely manner.

7.3.2 Feedback Mechanism

GRFS will establish a feedback mechanism that allows volunteers to provide input, share concerns, and seek assistance. This mechanism will ensure that volunteers' voices are heard, and any challenges they face are addressed promptly.

7.3.3 Reporting Concerns

If volunteers encounter issues related to their roles, the organizational environment, or interactions with fellow volunteers, they are encouraged to report these concerns to their supervisor or another designated point of contact within GRFS.

7.3.4 Confidential Channels

GRFS will provide confidential channels for volunteers to seek guidance or report concerns. This ensures that volunteers can express themselves freely and confidentially, knowing that their feedback will be handled with sensitivity.

Through this supervision structure and robust support system, GRFS aims to create an environment where volunteers feel valued, supported, and empowered to contribute effectively to the organization's mission and the well-being of the community.

8 CODE OF CONDUCT AND BEHAVIOR

Volunteers at Grand River Friendship Society (GRFS) are expected to adhere to the following Code of Conduct and Behavior, embodying professionalism, respect, and commitment to the organization's mission:

8.1 Professionalism

Volunteers shall conduct themselves with professionalism, demonstrating respect, courtesy, and integrity in all interactions with fellow volunteers, staff, community members, and stakeholders.

8.2 Confidentiality

Volunteers are entrusted with sensitive information about individuals and the organization. Maintaining confidentiality is paramount. Volunteers must not disclose, share, or use confidential information for personal gain, and they should adhere to all privacy laws and organizational policies.

8.3 Conflict Resolution

In the event of conflicts, volunteers are expected to address issues in a constructive and timely manner. Open communication, active listening, and a commitment to finding mutually beneficial solutions are encouraged. If conflicts persist, volunteers should seek guidance from their supervisor or another designated point of contact within GRFS.

8.4 Interpersonal Interactions

Volunteers will interact with individuals from diverse backgrounds and perspectives. Respect for cultural differences, inclusivity, and open-mindedness are fundamental. Discrimination, harassment, or any form of disrespectful behavior will not be tolerated.

8.5 Accountability

Volunteers are accountable for their commitments. This includes adhering to assigned schedules, attending meetings and events punctually, and fulfilling responsibilities outlined in their role descriptions. If unable to meet commitments, volunteers should communicate promptly with their supervisor.

8.6 Use of Resources

Volunteers shall use organizational resources responsibly and only for purposes related to their volunteer roles. Any misuse or unauthorized use of resources is strictly prohibited.

8.7 Compliance with Laws and Policies

Volunteers are expected to comply with all applicable laws and organizational policies. Any concerns regarding potential legal or policy violations should be reported promptly to the designated supervisor or another appropriate point of contact within GRFS.

8.8 Representation of GRFS

When representing GRFS at events or in the community, volunteers are expected to uphold the organization's values and mission. Any statements or actions that may reflect negatively on GRFS should be avoided.

8.9 Reporting Violations

Volunteers who become aware of violations of this Code of Conduct or witness behavior inconsistent with GRFS's values are encouraged to report such incidents promptly to their supervisor or another designated point of contact within the organization.

8.10 Continuous Improvement

Volunteers are encouraged to actively contribute to the continuous improvement of GRFS by providing constructive feedback, suggesting enhancements, and participating in organizational initiatives aimed at growth and development.

By adhering to this Code of Conduct and Behavior, volunteers contribute to the creation of a positive and inclusive environment, fostering the success of GRFS's mission and the well-being of the community. Violations of this Code will be addressed through appropriate channels, which may include counseling, training, or, if necessary, termination of volunteer engagement.

9 SAFETY AND LIABILITY

9.1 Safety Measures and Protocols

9.1.1 Volunteer Training

GRFS is committed to providing comprehensive training to volunteers to ensure their safety and well-being during their engagement. This includes training on emergency procedures, first aid, and any specific safety measures relevant to their volunteer roles.

9.1.2 Emergency Response

Volunteers will be informed of emergency procedures and the designated points of contact in case of accidents, injuries, or other emergencies. Clear communication channels and protocols will be established to address unforeseen circumstances promptly.

9.1.3 Risk Assessment

Before engaging in certain activities or events, volunteers will undergo a risk assessment, and appropriate safety measures will be implemented to mitigate potential risks. This may include adherence to safety guidelines, use of protective equipment, and collaboration with relevant authorities.

9.2 Liability Insurance Coverage

9.2.1 Coverage Overview

GRFS endeavors to ensure the safety of its volunteers. While volunteers are not employees and may not be covered by traditional workers' compensation, GRFS carries liability insurance coverage to protect volunteers in the event of accidents or unforeseen circumstances during authorized volunteer activities.

9.2.2 Limitations and Exclusions

Volunteers are encouraged to understand the limitations and exclusions of the liability insurance coverage provided by GRFS. Coverage may not extend to activities outside the scope of authorized volunteer roles or actions that violate the organization's Code of Conduct and Behavior.

9.2.3 Reporting Incidents

In the event of an accident or incident during volunteer activities, volunteers should promptly report the incident to their supervisor or another designated point of contact. This includes providing details of the incident, any injuries sustained, and the circumstances surrounding the event.

9.2.4 Seeking Medical Attention

Volunteers are encouraged to seek medical attention promptly if injured during authorized volunteer activities. Any medical expenses incurred may be covered by GRFS's liability insurance, and volunteers should retain documentation of medical treatment and related expenses for reimbursement consideration.

9.2.5 Volunteer Acknowledgment

By engaging in volunteer activities with GRFS, volunteers acknowledge that they have been informed of the organization's safety measures, protocols, and the existence of liability insurance coverage. Volunteers are expected to adhere to safety guidelines and act responsibly to minimize risks.

This framework for safety and liability aims to prioritize the well-being of volunteers, providing them with the necessary information, training, and coverage to ensure a safe and secure volunteer experience within the scope of GRFS's mission and activities.

10 VOLUNTEER RECOGNITION AND APPRECIATION

10.1 Recognition Programs

10.1.1 Certificates of Appreciation

GRFS acknowledges the dedication and contributions of its volunteers through the presentation of Certificates of Appreciation. These certificates will be awarded to volunteers in recognition of their commitment, effort, and positive impact on the community.

10.1.2 Public Acknowledgment

Volunteer contributions will be publicly acknowledged through various channels, including the organization's website, social media platforms, and at relevant events. GRFS believes in celebrating the achievements of volunteers to inspire others and foster a sense of pride within the volunteer community.

10.1.3 Volunteer of the Month/Year Awards

GRFS may institute a Volunteer of the Month or Volunteer of the Year recognition program to spotlight outstanding contributions. Recipients of these awards will be selected based on exceptional dedication, impact, and embodiment of GRFS's values.

10.2 Appreciation Events

10.2.1 Annual Volunteer Appreciation Event

GRFS will organize an annual Volunteer Appreciation Event to express gratitude and celebrate the collective efforts of volunteers. This event may include awards, testimonials, and special activities to honor volunteers for their invaluable contributions.

10.2.2 Special Recognition during Events

At relevant organizational events and activities, volunteers will be specially recognized and appreciated for their role in making those events successful. Public acknowledgment will highlight the volunteers' essential role in community engagement.

10.3 Personalized Thank-You Notes

GRFS will express its gratitude to volunteers through personalized thank-you notes. These notes will highlight specific contributions, acknowledge the positive impact of the volunteers' efforts, and convey the organization's deep appreciation for their commitment.

10.4 Inclusion in Organizational Communications

Volunteers will be featured in organizational communications, such as newsletters or articles, showcasing their stories, achievements, and the impact of their work. This recognition aims to amplify the voices of volunteers within the community and inspire others to contribute.

10.5 Continuous Feedback and Communication

GRFS is committed to providing continuous feedback to volunteers, recognizing their contributions in real-time. Regular communication will emphasize the importance of volunteers in achieving the organization's mission and maintaining a positive impact on the community.

Through these recognition and appreciation initiatives, GRFS aims to cultivate a culture of gratitude, motivation, and pride among volunteers. The organization values the dedication of its volunteers and is dedicated to ensuring they feel seen, appreciated, and an integral part of GRFS's success.

11 CONFLICT RESOLUTION AND GRIEVANCE PROCEDURES

11.1 Conflict Resolution

11.1.1 Informal Resolution

In the event of conflicts between volunteers or between volunteers and staff, GRFS encourages parties involved to attempt an informal resolution. This involves open communication, active listening, and a willingness to find mutually agreeable solutions. If necessary, a supervisor or mentor may facilitate the resolution process.

11.1.2 Supervisor Intervention

If conflicts persist or cannot be resolved informally, volunteers are encouraged to bring the matter to their designated supervisor. The supervisor will conduct a thorough investigation, facilitate communication between parties, and work towards a resolution that is fair, respectful, and aligns with GRFS's values.

11.1.3 Mediation

If required, GRFS may offer mediation services facilitated by a neutral third party. Mediation aims to promote understanding, communication, and collaboration between conflicting parties, with the goal of finding a resolution acceptable to all parties involved.

11.2 Grievance Procedures

11.2.1 Submission of Grievances

Volunteers have the right to raise grievances or concerns related to their volunteer experience. Grievances may include issues with other volunteers, staff, organizational policies, or any aspect of their volunteer engagement. Grievances should be submitted in writing to the designated supervisor or another appropriate point of contact within GRFS.

11.2.2 Investigation and Resolution

Upon receiving a grievance, GRFS will initiate a prompt and thorough investigation. The investigation will involve gathering relevant information, conducting interviews with involved parties, and assessing the grievance's validity. GRFS is committed to reaching a fair and equitable resolution in accordance with organizational policies.

11.2.3 Escalation Process

If a volunteer is dissatisfied with the outcome of the initial grievance resolution, they may escalate the matter to higher levels of management within GRFS. This escalation process ensures that grievances are thoroughly reviewed and addressed at multiple levels within the organization.

11.2.4 Confidentiality

All grievance procedures will be handled with the utmost confidentiality. Information related to grievances will only be shared on a need-to-know basis, respecting the privacy and sensitivity of the parties involved.

11.2.5 Non-Retaliation Policy

GRFS prohibits retaliation against any volunteer who raises a grievance or expresses concerns in good faith. Volunteers can expect protection from any form of reprisal for participating in the grievance resolution process.

11.2.6 Continuous Improvement

Grievances and conflict resolution outcomes will be analyzed periodically to identify patterns or systemic issues. GRFS is committed to continuous improvement, using feedback from grievance procedures to enhance organizational policies, volunteer training, and conflict prevention measures.

By implementing these conflict resolution and grievance procedures, GRFS aims to ensure a fair, transparent, and supportive environment for volunteers. The organization is dedicated to addressing concerns promptly and fostering a positive volunteer experience that aligns with its mission and values..

12 TERMINATION AND DISMISSAL

12.1 Grounds for Termination

12.1.1 Violation of Code of Conduct

Volunteer service with GRFS may be terminated if a volunteer engages in conduct that violates the organization's Code of Conduct and Behavior. This includes but is not limited to discrimination, harassment, breaches of confidentiality, or actions inconsistent with GRFS's mission and values.

12.1.2 Failure to Fulfill Responsibilities

Volunteers are expected to fulfill the responsibilities outlined in their role descriptions. Persistent failure to meet these responsibilities, including attendance issues, may lead to termination.

12.1.3 Unethical Behavior

Engaging in unethical behavior, including but not limited to dishonesty, fraud, or any actions that may harm the reputation or integrity of GRFS, may result in termination.

12.1.4 Legal Violations

Volunteers who engage in activities that violate local, provincial, or federal laws may face termination. This includes criminal activities or actions that could bring legal consequences to GRFS.

12.2 Dismissal Procedures

12.2.1 Initial Review

If concerns arise regarding a volunteer's conduct or performance, the designated supervisor will conduct an initial review. This may involve discussions with the volunteer, obtaining relevant information, and providing an opportunity for the volunteer to address the concerns.

12.2.2 Formal Warning

In cases where issues persist, the volunteer may receive a formal written warning. The warning will outline the concerns, expectations for improvement, and a timeframe for corrective action.

12.2.3 Probationary Period

In certain cases, a probationary period may be instituted to closely monitor the volunteer's behavior or performance. During this period, the volunteer will receive additional support and guidance to address the identified concerns.

12.2.4 Final Review

If issues persist beyond the probationary period or if the conduct is severe, a final review will be conducted. This review will assess whether termination is necessary and will include a thorough examination of the volunteer's response to previous warnings or interventions.

12.2.5 Termination Decision

The final decision to terminate a volunteer's service rests with GRFS management. If termination is deemed necessary, the volunteer will be notified in writing, stating the grounds for termination and the effective date of termination.

12.2.6 Exit Interview

Upon termination, the volunteer may be offered an exit interview to discuss their experiences, provide feedback, and address any remaining concerns. This interview is optional and may be conducted in person or through written communication.

12.2.7 Confidentiality

The termination process will be handled with the utmost confidentiality and information related to the termination will be shared on a need-to-know basis.

GRFS is committed to fair and just termination procedures, ensuring that volunteers are treated with respect and dignity throughout the process. The goal of termination is to address issues that compromise the organization's values and mission while providing support and guidance whenever possible.

13 RECORDS AND DOCUMENTATION

13.1 Volunteer Hours

13.1.1 Time Tracking

Volunteers are required to accurately track and report their volunteer hours. This includes recording the date, start and end times, and a brief description of the activities undertaken. Time tracking is essential for evaluating volunteer contributions and recognizing their efforts.

13.1.2 Submission of Hours

Volunteers should submit their recorded hours regularly, as determined by the organization, to the designated supervisor or volunteer coordinator. This submission ensures accurate documentation of volunteer contributions.

13.2 Training Records

13.2.1 Training Attendance

GRFS maintains records of volunteer training sessions, including attendance records and topics covered. This documentation ensures that volunteers receive necessary training and have access to relevant information.

13.2.2 Certificates and Achievements

Certificates of completion or other achievements obtained through training programs will be recorded in volunteers' profiles. This documentation recognizes and celebrates volunteers' commitment to continuous learning and skill development.

13.3 Evaluations and Performance Records

13.3.1 Performance Evaluations

GRFS conducts periodic evaluations of volunteer performance. Evaluation records will include feedback on strengths, areas for improvement, and recommendations for future development. These records inform recognition programs and training initiatives.

13.3.2 Individual Development Plans

If applicable, individual development plans may be created for volunteers based on their performance evaluations. These plans outline specific goals, training opportunities, and areas for growth, contributing to volunteers' ongoing development.

13.4 Data Privacy and Confidentiality

13.4.1 Volunteer Profiles

Volunteer profiles, including personal information and records of volunteer activities, are considered confidential. Access to these profiles is restricted to authorized personnel and is used solely for volunteer management purposes.

13.4.2 Consent for Data Usage

Volunteers will provide explicit consent for the use of their data for volunteer management purposes. This includes the recording of volunteer hours, training attendance, and performance evaluations. GRFS respects privacy laws and regulations governing the use of personal data.

13.4.3 Data Security Measures

GRFS implements security measures to protect volunteer records from unauthorized access, disclosure, alteration, and destruction. This includes secure storage systems and restricted access to electronic and physical records.

13.4.4 Retention Period

Volunteer records will be retained for a specified period, as dictated by organizational policies and legal requirements. At the end of the retention period, records will be securely disposed of.

13.4.5 Confidentiality Training

All personnel involved in volunteer management, including supervisors and coordinators, undergo training on data privacy, confidentiality, and ethical handling of volunteer records.

By adhering to these record-keeping practices and ensuring data privacy and confidentiality, GRFS aims to maintain accurate and secure documentation of volunteer contributions while respecting the rights and privacy of volunteers.

14 EVALUATION AND FEEDBACK

14.1 Volunteer Performance Evaluation

14.1.1 Periodic Evaluations:

GRFS conducts periodic volunteer performance evaluations to assess their contributions, skills, and alignment with organizational values. Evaluations are typically conducted annually or as otherwise determined by the organization.

14.1.2 Evaluation Criteria

Performance evaluations are based on predefined criteria relevant to each volunteer role. These criteria may include commitment, reliability, communication skills, adherence to the Code of Conduct, and effectiveness in fulfilling assigned responsibilities.

14.1.3 Self-Assessment

Volunteers are encouraged to participate in the evaluation process by providing self-assessments. This allows volunteers to reflect on their achievements, challenges, and personal development during their service.

14.1.4 Supervisor Feedback

Supervisors play a crucial role in the evaluation process. They provide constructive feedback based on their observations, interactions with the volunteer, and the volunteer's overall performance. Feedback is aimed at recognizing strengths and identifying areas for improvement.

14.1.5 Individual Development Plans

If applicable, individual development plans may be created based on the evaluation results. These plans outline specific goals, training opportunities, and strategies to support the volunteer's ongoing development.

14.2 Feedback Mechanisms

14.2.1 Volunteer Surveys

GRFS conducts periodic surveys to gather feedback from volunteers regarding their volunteer experience. Surveys cover various aspects, including organizational support, training effectiveness, and overall satisfaction.

14.2.2 Focus Group Discussions

Volunteers may be invited to participate in focus group discussions to provide qualitative insights into their experiences. These discussions offer a platform for volunteers to share perspectives, suggestions, and ideas for improvement.

14.2.3 Anonymous Feedback Channels

To ensure open and honest communication, GRFS provides anonymous channels for volunteers to submit feedback or express concerns. This allows volunteers to share their thoughts without fear of reprisal.

14.2.4 Exit Interviews

Volunteers who choose to leave GRFS may be offered exit interviews to provide feedback on their overall volunteer experience. This information is valuable for continuous improvement and may highlight areas where the organization can enhance its support for volunteers.

14.3 Continuous Improvement

14.3.1 Analysis of Feedback

Feedback gathered through evaluations, surveys, and discussions is analyzed systematically. Common themes, suggestions, and concerns are identified to inform organizational improvements.

14.3.2 Adaptation of Programs

GRFS uses feedback to adapt volunteer training programs, recognition initiatives, and overall volunteer management strategies. This ensures that the organization remains responsive to the evolving needs and preferences of its volunteer community.

14.3.3 Communication of Changes

When changes are implemented based on feedback, GRFS communicates these changes transparently to volunteers. This fosters a sense of inclusion and demonstrates the organization's commitment to continuous improvement.

Through a structured evaluation process and various feedback mechanisms, GRFS aims to assess and enhance volunteer performance, ensuring a positive and enriching volunteer experience aligned with the organization's mission and values.

15 Review And Revision

15.1 Regular Policy Review

The Volunteer Management Policy of Grand River Friendship Society (GRFS) will undergo a comprehensive review on a regular basis. The review process is integral to ensuring that the policy remains current, relevant, and aligned with the organization's evolving needs, values, and legal requirements.

15.2 Review Frequency

The policy will be reviewed at least annually to assess its effectiveness and address any changes in the internal or external environment that may impact volunteer management. Additionally, reviews may be triggered by significant organizational changes, shifts in legal or regulatory frameworks, or emerging best practices in volunteer management.

15.3 Inclusive Review Process

The review process will involve key stakeholders, including volunteer coordinators, supervisors, legal advisors, and representatives from GRFS leadership. Input will also be sought from volunteers through surveys, focus group discussions, or other feedback mechanisms to ensure that their perspectives are considered in the review.

15.4 Identification of Areas for Improvement

During the review, attention will be given to identifying areas for improvement, addressing gaps or ambiguities in the policy, and incorporating lessons learned from volunteer management experiences. The goal is to enhance the policy's clarity, effectiveness, and ability to guide positive volunteer experiences.

15.5 Legal Compliance and Best Practices

The policy will be examined to ensure continued compliance with relevant laws, regulations, and industry best practices in volunteer management. Any necessary updates to maintain legal compliance and adhere to recognized standards will be incorporated.

15.6 Communication of Changes

Upon completion of the policy review, any revisions or updates will be communicated to all relevant stakeholders, including volunteers, through clear and accessible channels. This may include distribution through official communication channels, posting on the organization's website, or other methods to ensure transparency.

15.7 Continuous Improvement Culture

GRFS is committed to fostering a culture of continuous improvement in volunteer management. Feedback from volunteers, supervisors, and other stakeholders will be actively sought and utilized to inform not only policy revisions but also broader improvements in volunteer programs, training, and support structures.

15.8 Documentation of Changes

Any changes made to the Volunteer Management Policy will be documented, including the rationale behind each modification. This documentation will be maintained as part of the organizational records, providing a transparent record of the policy's evolution over time.

Through a systematic and inclusive review process, GRFS aims to uphold the integrity and effectiveness of its Volunteer Management Policy, ensuring that it remains a valuable guide in promoting positive volunteer experiences and aligning with the organization's mission and values.

16 Confidentiality And Privacy

16.1 Confidentiality Commitment

GRFS recognizes the importance of maintaining confidentiality and privacy in all aspects of volunteer engagement. Volunteers may have access to sensitive information during their service and are expected to uphold strict confidentiality standards. Any disclosure of confidential information without proper authorization is strictly prohibited.

16.2 Data Protection

Volunteers will handle personal and organizational data responsibly, adhering to applicable privacy laws. GRFS will implement measures to safeguard confidential information and ensure that volunteers receive necessary training on data protection practices.

16.3 Communication Security

All electronic communication involving confidential information will be conducted through secure channels. Volunteers are responsible for using designated platforms and adhering to communication protocols to protect the privacy of individuals and the organization.

17 Volunteer Exit Process

17.1 Exit Interviews

Upon completion of their volunteer service, individuals will undergo structured exit interviews. These interviews aim to gather insights, experiences, and feedback from departing volunteers, contributing to continuous improvement. Information shared during exit interviews will be treated with confidentiality.

17.2 Transition Support

GRFS is committed to providing support during the volunteer exit process, assisting volunteers in transitioning out of their roles smoothly. This includes guidance on concluding responsibilities, returning any organizational property, and expressing appreciation for the volunteer's contributions.

17.3 Alumni Engagement

Former volunteers are encouraged to stay connected with GRFS through alumni networks. The organization values ongoing relationships and recognizes the potential for continued collaboration with alumni on future initiatives or events.

18 Legal Considerations

18.1 Compliance with Laws

GRFS and its volunteers will adhere to all applicable laws and regulations governing volunteer activities. This includes but is not limited to labor laws, privacy laws, and any specific regulations related to the organization's programs and initiatives.

18.2 Liability Protection

Volunteers engaging in activities on behalf of GRFS will be covered by appropriate liability protections. The organization will take necessary measures to mitigate risks and ensure that volunteers are aware of their rights and responsibilities within the legal framework.

18.3 Legal Guidance

In cases where legal questions arise during volunteer service, GRFS will provide access to legal guidance and resources. This ensures that volunteers can seek advice on legal matters related to their roles within the organization.

APPENDIX A: VOLUNTEER REGISTRATION INFORMATION

Grand River Friendship Society (GRFS)

Volunteer Application Form

Name: _____

Address: _____

Phone: _____

Email: _____

Emergency Contact: _____

Preferred Volunteer Role: _____

Availability (Days/Hours): _____

Skills/Qualifications: _____

Previous Volunteer Experience: _____

Why do you want to volunteer with GRFS? _____

Any Special Accommodations Needed? _____

References (Name & Contact): _____

APPENDIX B: VOLUNTEER HANDBOOK

Grand River Friendship Society (GRFS)

Volunteer Handbook

1. Introduction to GRFS
2. Code of Conduct and Behavior
3. Volunteer Roles and Responsibilities
4. Safety and Emergency Procedures
5. Confidentiality Guidelines
6. Volunteer Recognition and Appreciation
7. Grievance Procedures
8. Contact Information

APPENDIX C: VOLUNTEER TIME LOG TEMPLATE

Grand River Friendship Society (GRFS)

Volunteer Time Log Template

Date	Start Time	End Time	Activity/Task
YYYY/MM/DD	HH:MM AM/PM	HH:MM AM/PM	Description of the volunteer activity

APPENDIX D: VOLUNTEER TRAINING RECORD

Grand River Friendship Society (GRFS)

Volunteer Training Record

Date	Training Topic	Trainer/Presenter
YYYY/MM/DD	Brief description of the training	Name of the trainer/presenter

APPENDIX E: VOLUNTEER PERFORMANCE EVALUATION FORM

Grand River Friendship Society (GRFS)

Volunteer Performance Evaluation Form

Date	Volunteer Name	Role/Position	Evaluation Criteria	Supervisor Comments	Volunteer's Self-Assessment
YYYY/MM/DD	Full Name	Volunteer Role	Comments on specific aspects of performance	Supervisor's feedback	Volunteer's self-assessment

These appendices provide essential forms, templates, and resources to facilitate the volunteer management process at Grand River Friendship Society (GRFS). They are designed to ensure clarity, documentation, and effective communication between the organization and its volunteers.