

CITY OF MISSISSAUGA VOLUNTEER MANUAL

WELCOME!

Thank you for your interest in becoming a City of Mississauga volunteer. Volunteers are a valuable part of our team. We invest time and resources to provide volunteers with an opportunity to a rewarding and enjoyable experience. Together, we will work towards enriching our community.

INTRODUCTION:

Purpose of This Handbook.....
Definition of a Volunteer.....
Volunteerism.....
Volunteer Position Descriptions.....

PURPOSE OF THIS HANDBOOK

This handbook is intended to familiarize volunteers with information about the City of Mississauga as it relates to our various positions. It will highlight policies, procedures, guidelines and expectations for all volunteers. Volunteers are expected to familiarize themselves with the contents of this handbook and refer to it as often as needed. Any questions, concerns, suggestions or feedback should be directed to an immediate Supervisor. Information specific to a volunteer position will be provided by the immediate volunteer Supervisor.

DEFINITION OF A VOLUNTEER

Volunteer: An individual who freely gives their time, usually for an altruistic purpose; or is attempting to gain work experience but not connected to an established program.

****Please note interns are not volunteers and these requests go to the Human Resources Division****

Intern: An individual fulfilling a formal vocational professional or educational experience through an established program; paid or unpaid; i.e. coop programs, agency placements such as Career Edge.

VOLUNTEERISM

The City of Mississauga works with many volunteers to deliver outstanding programs and services in our community. Volunteering is a great way to:

- Meet new people and have fun
- Help with activities you enjoy
- Obtain community involvement hours to meet Ontario's secondary school graduation requirements
- Gain valuable experience and new skills

Volunteers are matched with available positions which meet their needs and interests based on the suitability, experience and qualifications required for those positions. Qualified applicants that most closely meet these requirements will be selected. Volunteer efforts are greatly appreciated by staff, participants and the community.

VOLUNTEER POSITION DESCRIPTIONS

Each volunteer position in the City of Mississauga has a description that outlines their duties, responsibilities and qualifications. A copy of the volunteer position description should be provided to all volunteers before the start of their position. If a volunteer does not have a copy of their volunteer position description, the immediate Supervisor can obtain it for them.

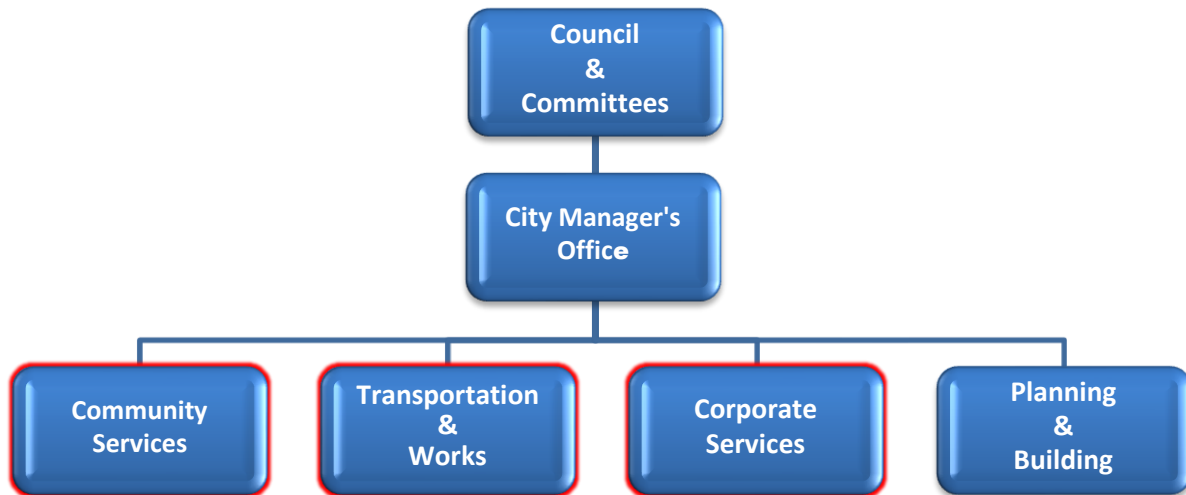
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City of Mississauga:

Organizational Structure
Understanding Our Values.....

ORGANIZATIONAL STRUCTURE

RED indicates departments where volunteer positions may be available



UNDERSTANDING OUR VALUES

Trust

Upholding the public's trust in the City and promoting a climate of trust within our teams, across the organization and with Council. With trust, we can achieve anything.

Quality

Continuing to provide valuable services and programs that enhance the quality of life for residents and businesses; and building a balanced work life quality for employees.

Excellence

Ensuring the citizens of Mississauga receive value for money and delivering excellence internally through innovation and the services we provide.

City of Mississauga Mission

Mississauga will inspire the world as a dynamic and beautiful global city for creativity and innovation, with vibrant, safe and connected communities. It's where we celebrate the rich diversity of our cultures, our historic villages, Lake Ontario and the Credit River valley. It's a place where people choose to be.



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Volunteer Requirements:

Minimum Age of a Volunteer.....	
Qualifications/Certifications.....	
Training.....	
Volunteer Paperwork Overview.....	
Liability Insurance.....	
Dismissal.....	

MINIMUM AGE OF A VOLUNTEER

Unless stated otherwise, volunteers must be at least 14 years of age or older by the start date of their placement. Some positions may have a different age requirement which will be clearly listed on the position description.

QUALIFICATIONS/CERTIFICATIONS

Specific qualifications or certifications may be required for a volunteer position (e.g. First Aid, Bronze Medallion, High Five® etc.). Any required qualifications or certifications will be stated on the volunteer position description. It is the volunteer's responsibility to provide proof of the certification and to keep the certification current based on the parameters established by the certifying agency.

If the qualification or certification requires recertification, it's the volunteer's responsibility to fulfill those recertification requirements prior to expiry. Expired qualifications or certifications may result in removal from the volunteer position.

TRAINING

Volunteers are expected to attend and complete any required training sessions or materials. This may include in-person training sessions, online sessions and reading materials. Training must generally be completed before the start of volunteer duties. Training will provide general information on the City's policies and procedures, customer service as well as any site/position specific information that is needed. It may also provide an opportunity for volunteers to ask questions about the organization and meet other volunteer staff.

Volunteer Paperwork Overview

Volunteers must read all applicable materials, complete, sign, and/or submit the all the necessary forms to be accepted as a volunteer. Some examples of this are:

- Record of Offences Declaration
- Respectful Workplace
- Violence in the Workplace
- Volunteer Waiver
- Accessibility Training Volunteer Compliance Sign-Off Sheet
- Consent to Audio Record, Videotape and Photograph Form
- Confidentiality Agreement
- Police Records Check

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Liability Insurance

The City of Mississauga provides liability insurance coverage for volunteers, protecting them from potential exposures to legal liability as long as the volunteer was acting within the scope of his/her assigned volunteering duties and responsibilities at the time of the incident.

If a volunteer is personally named in an action brought by a third party who claims to have suffered property damage or injury allegedly caused by your actions or failure to act, the City will provide them with full legal representation. The cost of investigating this matter, as well as any associated legal fees and potential settlement or court-ordered award will be covered by the City's liability insurance policy. Volunteers will be required to provide full co-operation during the investigation and any subsequent legal proceedings.

If served with court documents, volunteers must notify and provide these documents to their Supervisor immediately.

Dismissal

Volunteers who fail to reasonably fulfill the responsibilities of their position, misrepresent the organization or violate City Policies and Procedures may result in an early departure from the volunteer position or other corrective action.

Attendance Expectations:

Attendance.....
Inactive
Uniform/Dress Code.....

ATTENDANCE

Volunteers are expected to attend their scheduled shift on time and in uniform. Volunteers who are unable to attend their shift due to illness or other reason are responsible for contacting their immediate Supervisor as soon as possible. Volunteers do not arrange for substitutes for any shifts they are unable to attend.

INACTIVE/ARCHIVED

Volunteers may become inactive in the Volunteer Program if they have not volunteered within a specific period of time. Activity is dependent upon the area in which the volunteer is participating. It is the volunteer's responsibility to request additional shifts or apply for other volunteer opportunities when their season/contract is finished. Inactive volunteer profiles may be archived and can be reactivated as required.

UNIFORM/DRESS CODE

As a volunteer, you are representing the City. It is an expectation that you are neat, tidy and dressed in an appropriate manner for the activity you are involved in. When a volunteer is provided a uniform and/or nametag or badge, they are required to be worn during their volunteer shift. Volunteer uniforms are not to be worn during non-volunteer hours.

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Managing Performance:

Supervision.....	
Volunteer Shifts.....	
Tracking Volunteer Hours.....	
Feedback/Evaluation.....	
End of Contract/Resignation	

SUPERVISION

Volunteers will have an assigned Supervisor(s) who will provide the necessary direction, support and any additional training that the volunteer may require. The Supervisor(s) will also sign-off on, or approve volunteer hours worked.

VOLUNTEER SHIFTS

Volunteers are generally assigned shifts by their Supervisor according to the needs of the program and the volunteer's availability or preference. In some cases, volunteers will be able to schedule their own shift based on the availability for that location and position using the available software. For either instance, the volunteer's Supervisor will provide direction for how volunteer shifts will be scheduled.

TRACKING VOLUNTEER HOURS

Volunteers are responsible for logging the hours they have volunteered. All logged hours are approved by the volunteer's Supervisor. Supervisors will advise their volunteers of the appropriate process for tracking volunteer hours.

FEEDBACK/EVALUATION

Supervisors will provide volunteers with feedback and guidance throughout their shifts as needed. Formal evaluations may be given out at the end of a season or contract depending on the position.

END OF CONTRACT/RESIGNATION

Volunteer assignments may end when a specified time commitment is reached, the volunteer event/project is complete or when a volunteer no longer wishes to volunteer. Volunteers are responsible for contacting their Supervisor if they wish to continue volunteering once a specified time commitment has expired. Volunteers are responsible for notifying their Supervisor of their resignation as early as possible.



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General Expectations:

Personal Belongings	
Working Alone	
Working with Children.....	
Confidentiality of Information	
Violence In The Workplace	
Respectful Workplace.....	
Smoking, Drugs & Alcohol.....	
Use of City Property.....	
Media Relations	
Social Media Networks	
Cash Handling	
Tips and Gifts	

PERSONAL BELONGINGS

As work locations vary in accommodations there may not always be a secure area to house personal belonging while on shift. It is recommended that valuable items be left at home. The City of Mississauga will not be responsible for lost, stolen or damaged personal effects of volunteers.

WORKING ALONE

In most circumstances, volunteers will not be left alone with program participants nor are they expected to be placed in isolated circumstances while fulfilling their volunteer duties. Volunteers should expect to have a reliable system for communicating with staff at all times. An appropriate level of safety will always be ensured.

In circumstances where volunteers are responsible for independently running a program, the immediate Supervisor will provide the required training, identify the appropriate communication methods and will ensure a safe volunteering environment.

WORKING WITH CHILDREN (HIGH FIVE ®)

Volunteers who may encounter children during their scheduled time will receive training about their responsibility to children through HIGH FIVE® Awareness Training. Volunteers should be aware that the well-being of children is a shared responsibility. All volunteers that have communication with children must understand how they can support healthy child development, even if volunteering with children may not be their primary position function.

Volunteers should work in pairs or groups or alongside paid staff where feasible.

This will be important if:

- A medical or other type of emergency arises and immediate assistance is required
- Working with more than one individual becomes demanding and another individual is required to provide assistance
- An accident/incident occurs and another person present can act as a witness, if there are ever any questions

CONFIDENTIALITY OF INFORMATION

Volunteers may be exposed to various forms of personal information (e.g. addresses, phone numbers, email address, medical conditions, financial and educational status etc.) of both staff and public in a variety of forms (e.g. phone lists, class lists, etc.). Under no circumstances will volunteers disclose or provide any form of personal information to any person(s) of the public. All requests for

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personal information will be directed to the immediate supervisor to be dealt with accordingly under the Municipal Freedom of Information and Protection of Privacy Act. Failure to maintain confidentiality may result in an early departure from the volunteer position or other corrective action.

VIOLENCE IN THE WORKPLACE

The City of Mississauga is committed to providing a safe workplace, free from actual, attempted or threatened violence. The City will not tolerate any acts of violence and will take all reasonable and practical measures to prevent violence in the workplace. The workplace includes all locations where volunteers conduct City business or social activities where their behaviour may have a subsequent impact on the work relationships, environment or performance. Threats of violence that occur by electronic communication (e.g. phone calls, e-mail, voice mail or social media) may also be considered to have occurred in the workplace (Policy 01-07-01: Work Place Violence).

(Visit <https://www.mississauga.ca/publication/volunteer-forms-and-publications> to read the full version of the policy)

RESPECTFUL WORKPLACE

City of Mississauga volunteers are expected to conduct themselves and perform their duties in a responsible and professional manner and to contribute to a respectful workplace. A respectful workplace is one where there is no form of discrimination, harassment or bullying tolerated. No person may be harassed because of race, ancestry, place of origin, colour, ethnic origin, citizenship, religion, creed, sex, sexual orientation, age, record of offenses, marital status, family status or disability. If unwelcomed behaviour occurs, speak to a supervisor. If staff or volunteers fail to adhere to these principles, it may result in dismissal. Volunteers acting on behalf of the City of Mississauga will be trained on respectful workplace. Those found in breach of these policies will be subject to discipline, which may, in turn, include dismissal (Policy 01-03-04 Respectful Workplace and STANDARD OF BEHAVIOUR Police 01-03-07).

(Visit <https://www.mississauga.ca/publication/volunteer-forms-and-publications> to read the full version of the policy)

SMOKING/VAPING, DRUGS, & ALCOHOL

To ensure the safety of participants, it is imperative that volunteers are always operating in an optimum state of mental awareness. Any impairment of cognitive ability could potentially put the program participants at risk. Volunteers are expected to attend their position at all times without any trace of alcohol, drugs, chemicals, substances or other product that may impair their cognitive ability. As role models, volunteers must adhere to the municipal smoking by-laws while on program property (The Corporation Of The City Of Mississauga Smoking By-Law 94-14). Legislation prohibits cannabis smoking (both recreational and medicinal), as well as vaping, in areas where tobacco smoking is already prohibited.

This means that there is no smoking of any kind on City community centre, arena property, and other City facilities, parks and grounds (customers & staff/volunteers) – this includes City parking lots (including inside cars), behind City buildings, or even in the areas near the front of our buildings where people have previously been able to smoke. In fact, you now need to be 20m off the property (approx 65 feet).

A volunteer found in possession of, or working under the influence of, alcohol or illegal drugs, may result in an early departure from the volunteer position or other corrective action.

USE OF CITY PROPERTY

While volunteering, the use of City property, equipment, supplies and services are for activities associated with those volunteer duties and are not to be used for personal benefit, gain or enjoyment.

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MEDIA RELATIONS

Various events may result in the presence of the media (e.g. newspaper, television, radio, etc.).

There are specific protocols that must be adhered to when interacting with the media. In the event that media is present, all volunteers will refrain from comment. If a reporter asks a volunteer a question, they will respond with *"I am sorry, I cannot provide a comment. Let me direct you to my Supervisor who may be able to better assist you."*

SOCIAL MEDIA NETWORKS

The City recognizes that volunteers may personally use Social Media Networks and have the right to voice their opinion, on their own time. However, while volunteering with the City of Mississauga, it is required that volunteers will not:

- Use the City's contact information for their Personal Social Media outlets
- Disclose their affiliation with the City in any manner so as to seem to represent the City or divulge confidential City information
- Communicate or engage in any conversations that relate to their volunteer duties at the City in a negative or destructive manner
- Launch disrespectful comments that contain profanity, discriminatory remarks or lewdness; abusive or offensive to an individual, group or organization; false identities or profiles; and spamming
- Share personal information (address, phone numbers, email addresses or other contact details)

CASH HANDLING

As a general rule, volunteers should not handle cash as part of their volunteer duties. In some management-approved circumstances, volunteers may handle petty cash. In these instances, volunteers will receive appropriate training prior to assuming such duties. The volunteer must be trained on the cash handling processes as established in that Department's Cash Handling Standards Manual.

TIPS AND GIFTS

Gifts of Nominal Value

Individual employees/volunteers may accept an occasional gift that is offered as a common expression of courtesy or is within the normal standards of hospitality, provided the gift has a nominal value of \$50 or less. ***Gifts of cash may never be accepted.***

Gifts that exceed a nominal value or numerous, cumulative gifts of nominal value from the same source, must be refused or returned to the sender. Gift baskets, boxes of chocolates and the like may be accepted on behalf of all employees/volunteers within a work group, even if the gift exceeds a nominal value, provided that appropriate action is taken to ensure that no individual employee/volunteer can be seen to have a real or perceived conflict of interest. For example, the gift may be opened and shared with all members of the work group or used in support of a charitable cause.

If there are any questions about the acceptance of tips or gifts, it is requested that the volunteer speak to their immediate Supervisor (Policy 01-03-02 Conflict of Interest).

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HEALTH AND SAFETY:

Volunteer Duties.....	
Personal Protective Equipment (PPE).....	
Reporting Accidents/Incidents	
Reporting Hazards.....	
Medical Supplies.....	
Electronic Devices	
Jewellery.....	
Scented Products.....	
Environmental.....	
WHMIS (Workplace Hazardous Materials Information System).....	
SHARPS.....	

VOLUNTEER DUTIES

Volunteers should only be performing duties outlined in their volunteer position description or as they relate to that position as assigned by their volunteer supervisor. Volunteer health and personal safety is extremely important. If at any time a volunteer feels unsafe or has questions regarding their duties, they should speak with their volunteer supervisor.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Some volunteers may be required to wear PPE for certain assignments. PPE is used to provide protection and should be worn correctly. The volunteer supervisor will advise what PPE is required. Some examples are safety glasses, work boots, sunscreen, bug spray or a safety vest.

REPORTING ACCIDENTS/INCIDENTS

If a volunteer witnesses an accident/incident, they should report it to the most accessible staff available and wait for instructions on how they may assist with the situation. Volunteers may be asked to provide the details on what they witnessed or on the events leading up to the accident/incident.

If a volunteer is involved in an accident/incident or is injured as part of their duties, they are required to contact their immediate Supervisor right away. The Supervisor will direct the volunteer to treatment and will provide the appropriate forms to fill out.

Volunteers are NOT covered under Worker's Compensation should you be injured while volunteering on behalf of The City of Mississauga.

REPORTING HAZARDS

A safe work environment entails a workspace free of hazards or minimizing the potential of hazards (if they cannot be removed). Hazards can take the form of:

- Chemical (liquids, vapours and fumes, powders as well as gases with the potential to be flammable, combustible and explosive)
- Physical (electricity, noise and vibration, heat and cold, dust and fibres as well as exposed moving machinery parts)
- Biological (mould, fungus, mildew, bacteria, viruses, plants, insect stings and animal bites)
- Ergonomic (lighting, workstation layout, video display terminals, lifting and repetitive movements)

In the event a hazard is identified, it must be reported to the Supervisor immediately.

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MEDICAL SUPPLIES – FIRST AID KITS, AUTOMATED EXTERNAL DEFIBRILLATORS (AED) & AIRWAY MANAGEMENT EQUIPMENT

All City of Mississauga public facilities will have fully stocked First Aid Kits and AED units on site. Volunteers should know where this equipment is in the event of an emergency situation.

ELECTRONIC DEVICES

Electronic devices are part of everyday life but can also be a distraction that could result in injury to a volunteer, staff or participant. Unless explicitly authorized by a volunteer Supervisor, personal phones or other electronic devices should be put away during volunteer shifts and should be secured with other personal belongings. Personal calls or messages must be made in non-working areas only during scheduled break periods.

JEWELLERY

To ensure volunteer safety as well as the safety of participants, precaution must be taken when wearing any type of jewellery. Volunteers wearing jewellery must ensure that entanglement or injury between a volunteer and a patron does not occur. Volunteers may be asked to remove certain items of jewellery if it could be hazardous to the volunteer or participants.

SCENTED PRODUCTS

Many individuals can experience ill health effects directly related to scented products. Volunteers should be considerate of others and act in a responsible manner that does not place others at risk for a sensitivity or allergic reaction.

Environmental

Volunteers may be required to perform some or all of their duties outdoors and should dress appropriately for the activity and the season for those duties. Things like sunscreen, insect repellent, sunglasses, hats, gloves or boots are recommended. In cases of severe weather conditions such as thunder and lightning, volunteers will follow staff instructions for moving to a safer location.

WHMIS (WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEM)

WHMIS is a comprehensive system for providing health and safety information on hazardous products intended for use, handling or storage in workplaces. A volunteer's onsite Supervisor will determine if WHMIS training is required based on the volunteer's duties.



SHARPS

SHARPS is a common name given to needles and syringes. SHARPS can be harmful if not handled properly. Volunteers may indirectly come into contact with SHARPS as part of their volunteer duties. Volunteers should never directly handle SHARPS and immediately let their Supervisor know if they find one. SHARPS can be found anywhere but some more common locations are public washrooms, parks, outdoor playgrounds and stairwells.

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CUSTOMER GUIDELINES AND PATRON CARE:

Customer Service Guidelines.....	
Interacting with Customers	
Inclusive Customer Service.....	
Promoting Good Behaviour.....	
Suspected Child Abuse and Adult/Elder Abuse.....	
Breastfeeding.....	
Photography.....	

CUSTOMER SERVICE GUIDELINES

The City of Mississauga prides itself in providing exceptional customer service to our residents. Volunteers play a very important role ensuring the connection to the customer is positive and professional. The following volunteer expectations help ensure that the customer and volunteer both have a positive experience:

- Volunteers should be aware and attentive to the needs of customers
- Volunteers are expected to co-operate with other volunteers and staff
- Volunteers appearance should be within volunteers guidelines
- Volunteers will demonstrate professional conduct at all times
- If a volunteer does not know the answer, that is ok. Volunteers are expected to acknowledge they do not know the answer and follow up with their supervisor and the customer in a timely fashion
- Volunteers should enjoy the experience!

INTERACTING WITH CUSTOMERS

Volunteers are a valuable connection between the participants and the City of Mississauga. To ensure the comfort and enjoyment of all participants, volunteers should ensure the following:

- They are courteous and friendly to ensure respectfulness of each patron's personal boundaries
- They successfully complete any required volunteer training

INCLUSIVE CUSTOMER SERVICE

Inclusion is meaningful participation, not as an occasional visitor but as a member of the group. It is about learning new skills where every participant belongs, is accepted, supports and is supported by peers. Inclusion means feelings of success for everyone. All City of Mississauga programs are inclusive and we welcome anyone of any ability to participate.

All volunteers should strive to create an inclusive environment, one where people feel welcomed, respected, supported and valued regardless of their differences.

Here are some general tips for creating an inclusive environment:

- Treat everyone with respect and dignity
- Do not to make assumptions based on someone's appearance
- Treat each interaction as new and each person as an individual
- Focus on the person and not their differences
- Use person-first terminology and always place the individual before a condition when you need to include the exceptionality in conversation. For example: "The participant with Autism requires extra direction" NOT "The Autistic participant requires extra direction"
- Always ask if the individual requires assistance before helping

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The City of Mississauga values diversity and inclusiveness and expects every volunteer to assist in creating an inclusive environment for everyone

REPORTING SUSPECTED CHILD ABUSE:

Section 72 (1) of the Child & Family Services Act places an expectation on professionals and the public to report a child in need of protection. A child in need of protection is a child under the age of 16 who has suffered or is at risk of suffering from a form of abuse or neglect.

Volunteers have a duty to report a child in need of protection to a paid staff member who will make a report to the Children's Aid Society.

Handling a Disclosure:

- Listen to the child
 - Accept what the child is telling you without bias. It is difficult and unsettling to hear a child talk of abuse. Do not let that stop you from helping the child.
- Remain calm and reassure the child
 - Tell the child that what happened was not his/her fault. Comfort the child by saying that it is good that they told you and that you will do something to help.
- Do not promise to keep the disclosure a secret
- Report immediately the disclosure to a paid staff member.
- Help in documenting the details of the disclosure as accurately as possible.

Photography

Photographs and recordings are not permitted to be taken by volunteers or staff unless staff have received an Audio Record, Videotape and Photograph consent form. This includes things like Snapchat and other forms of social media.

RESTRICTED AREAS OF THE FACILITY:

Cameras, video equipment and photo cell phones are not permitted under any circumstances in the following areas of our facilities:

- Washrooms
- Change rooms
- Saunas

****All cameras, video equipment and photo cell phones must be turned off and stored away while in these restricted areas of the facility****

PERMITTED AREAS FOR PHOTOGRAPHY

Program Areas of the facility where pictures of participants may be taken by parents include:

- Meeting Rooms
- Gymnasiums
- Program Rooms
- Swimming Pools
- Pool Decks
- Skating Rinks

Access to Policies Referenced in this Handbook

<https://www.mississauga.ca/publication/volunteer-forms-and-publications>