



**UNIVERSITY OF MANITOBA
PROCEDURE**

Procedure:	Volunteers
Parent Policy:	Volunteers
Effective Date:	March 18, 2008
Revised Date:	
Review Date:	March 18, 2018
Approving Body:	Administration: President
Authority:	Policy: Volunteers
Implementation:	President
Delegate: (If applicable)	Vice-President (Administration)
Contact:	Executive Director of Human Resources
Application:	Board of Governors members; Students; External Parties

**Part I
Reason for Procedure**

To set out the Procedures secondary to the Policy entitled Volunteers.

**Part II
Procedural Content**

2.1 General Provisions

2.1.1 A volunteer is anyone who, without compensation and without expectation of compensation beyond reimbursement of expenses, performs a task at the direction of and on behalf of the University. Volunteers, unless explicitly stated otherwise herein, shall not be considered employees of the University. Employees of the University may enter into an agreement to provide volunteer services, provided that these services are unrelated to their regular employment duties.

2.1.1.1 Where a volunteer wishes to provide volunteer services to the University on an ongoing basis, (a formal arrangement for more than one

occasion or over a specific period of time), the volunteer and the department sanctioning the volunteer work must complete and forward the **Volunteer Identification, Acknowledgment and Waiver Form** to Human Resource Services prior to commencing any Volunteer assignment for the University. An "on-going basis" would not include such activities as participating in Campus Beautification Day, Convocation or fund-raising activities; however it would include periodic volunteering assignments on a weekly or monthly basis in any University Department.

2.1.2 Volunteers may not be used to displace any paid employees from their positions.

2.1.3 Volunteers are viewed as a valuable resource to the University, its staff, and its students. Volunteers shall be extended the following rights:

- to be given meaningful assignments:
- to be treated with respect;
- to be effectively supervised and trained in a safe environment;
- to be fully involved and participate; and
- to be recognized for work done.

2.1.4 Volunteers shall agree:

- to actively perform their duties to the best of their abilities and within the scope of authority provided;
- to follow all University policies and procedures;
- to observe the confidentiality of any privileged information to which they are exposed; and
- to remain loyal to the goals and mission of the University.

2.1.5 Current University employees may also serve as volunteers within the University, provided that

- the employee is not coerced into volunteering;
- the volunteering services do not involve work which is within the scope of normal staff duties; and
- the volunteering services are provided outside the employee's usual working hours.

2.1.6 Family members of current employees may provide volunteer services, however they shall not normally be placed under the direct supervision of members of their own family who are employees.

2.1.7 The University's acceptance of the service of volunteers is at the sole discretion of the University.

2.1.8 Volunteers agree that the University may at any time, for whatever reason, decide to terminate the volunteer's relationship with the University.

2.1.9 The University agrees that volunteers may at any time, for whatever reason, decide to sever the volunteer's relationship with the University. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

2.2 Volunteer Recruitment and Selection

2.2.1 Volunteers need to understand the expectations of the area in which they are volunteering. Prior to the commencement of any volunteer activities for the University, a clear and concise description of these expectations shall be prepared by the Department Head or supervisor and provided to any prospective volunteers and the current employees in the unit. The description shall include:

- (a) the purpose of the assignment;
- (b) the duties,
- (c) the qualifications sought;
- (d) the name of the designated supervisor;
- (e) the time frame for completion of the work; and
- (f) where the work will be conducted.

This information should be reviewed on a regular basis.

2.2.2 When volunteers are sought, they shall be recruited in accordance with human rights legislation. The sole criteria for selection of volunteers shall be the desire to obtain the best qualified volunteer for the work involved.

2.2.3 With respect to volunteers under the age of (sixteen) 16 year old, the Volunteer Identification, Acknowledgement and Waiver Form must be completed and forwarded to Human Resource Services by a parent or legal guardian prior to the commencement of any volunteer activities for the University.

2.2.4 Prior to being assigned a volunteer task, all prospective volunteers will be interviewed, in person or by other means, to ensure their suitability for the

assignment. It is recommended that representatives of employees who will work alongside the volunteer participate in the interview process.

2.2.5 Volunteers may be required to meet certain tests appropriate for the assignment, such as a criminal records check or immunizations or to meet other requirements which may be related to working with vulnerable persons, such as children.

2.2.6 The volunteer appointment shall be approved when the volunteer and the Department Head or supervisor have completed and signed the Volunteer Identification and Acknowledgement Form. This form shall be kept on file during the volunteer arrangement and for a period of six (6) months following the termination of the arrangement.

2.3 Orientation and Training

2.3.1 All volunteers shall receive a general orientation on the operations of the department or unit and the nature and purpose of the volunteer assignment within that unit.

2.3.2 All volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform the volunteer assignment. The timing and methods for delivery of the training should be appropriate to the complexity and demands of the volunteer assignment and the volunteer.

2.3.3 Staff members with responsibility for the delivery of services should play an active role in the development and delivery of the orientation and training of the volunteers. Staff members who act in a supervisory role with respect to the volunteers or their designates shall have primary responsibility for the design and delivery of on-the-job training for volunteers assigned to them.

2.3.4 It is essential that all volunteers receive the appropriate health and safety training for the tasks assigned to them. Volunteers shall not be placed in an area until appropriate training and supervision have addressed all health and safety concerns.

2.4 Supervision

2.4.1 All volunteers who accept a volunteer assignment must have a clearly identified supervisor who is responsible for direct management of those volunteers. The supervisor shall be responsible for the day-to-day management and guidance of the work of the volunteers and shall be available to the volunteer for consultation and assistance.

2.4.2 A volunteer may act as a supervisor for other volunteers, provided the supervising volunteer is under the direct supervision of a paid staff member. Volunteers will not supervise paid employees (except where an employee is acting as a volunteer as provided in 2.1.5).

2.4.3 Volunteers and employees are considered to be partners in moving toward the goals and mission of the University. It is essential that each have a separate but complementary role to play. For the proper operation of this relationship, each partner must understand and respect the needs and abilities of the other.

2.4.4 No volunteer will be assigned to work with a staff member without the consent of the employee.

2.4.5 Employees working with volunteers should be consulted and participate in the review of the performance of the volunteers and the assignments they are given.

2.4.6 The performance of the volunteer shall be reviewed with the volunteer during the initial thirty (30) calendar day period and monitored on a regular basis thereafter by the supervisor. The performance evaluation shall address any issues regarding performance, suggestions for improvement and conveying appreciation on behalf of the University.

2.5 Reliability

2.5.1 Normally volunteers are expected to perform their volunteer tasks on a regularly scheduled and timely basis unless specifically assigned to relieve other volunteers who are absent. In the absence of regular attendance, the volunteer appointment should be reviewed to determine if it should be continued.

2.5.2 Volunteers are encouraged to find a substitute volunteer for any upcoming absences which might be filled by another volunteer. Arrangements for a substitute should only be made with the agreement of the supervisor.

2.6 Reimbursement for Expenses

2.6.1 Volunteers are eligible for reimbursement of pre-approved reasonable expenses incurred while undertaking business for the University. The Department Head or supervisors shall be responsible for making decisions on the reimbursement of approved expenses in accordance with relevant University Policies and Procedures.

2.7 Insurance

2.7.1 Health and life insurance and workers compensation coverage do not apply to volunteers.

2.7.2 The University maintains general liability insurance to cover actions and omissions of volunteers on campus. The University also maintains insurance coverage to assist in dealing with claims should a volunteer be injured in the course of his/her volunteer activities.

2.8 Recognition

2.8.1 Annually, departments shall recognize the contributions of volunteers.

2.8.2 Annually, departments shall recognize the staff who work together with volunteers for their participation and assistance with the volunteer program.

Part III Accountability

- 3.1 University Secretary is responsible for advising the President that a formal review of this Procedure is required.
- 3.2 The Executive Director of Human Resources is responsible for the communication, administration and interpretation of this policy.

Part IV Review

- 4.1 Formal Procedure reviews will be conducted every ten (10) years. The next scheduled review date for this Procedure is March 18, 2018.
- 4.2 In the interim, these Procedures may be revised or rescinded if:
 - (a) the Vice-President (Administration) or the President deems necessary; or
 - (b) the relevant Policy is revised or rescinded.

Part V Effect on Previous Statements

- 5.1 This Procedure supersedes all of the following:
 - all previous Board/Senate Procedures, and resolutions on the subject matter contained herein; and
 - all previous Administration Procedures, and resolutions on the subject matter contained herein.

Part VI Cross References

Cross referenced to: Volunteer Policy