

Volunteer Policy

Statement of Philosophy

The Arts Council Windsor & Region (ACWR) is a non-profit organization that serves all disciplines of individual artists, arts organizations and non-arts partners in promoting, developing and realizing creative activity. Our energies are focused on providing our community with valuable services like Artspeak Gallery, Art.Work workshops, Individual grant consultation, an in-office resource library, and our website which hosts resources, a community arts calendar, and profiles of our members and their work.

ACWR encourages the involvement of volunteers at all levels of the organization and in appropriate programs and activities. We can best achieve our mission and goals through the active participation of volunteers from the community we serve.

Definition of Volunteer

Volunteers are individuals who, without expectation of payment, contribute time and service to Arts Council Windsor & Region in the belief that their activity will be both beneficial to the community and satisfying to themselves. They work alongside staff and other volunteers fulfilling the ACWR's mission. Sometimes Volunteers receive credit from an educational institution. These Volunteers are considered to be co-op students and/or interns.

Volunteer's Responsibilities

- ◆ Volunteers will act in accordance with the vision, mission and mandate of the ACWR.
- ◆ Volunteers will be reliable.
- ◆ Volunteers will act responsibly and with integrity.
- ◆ Volunteers will keep all matters relating to the work of Arts Council Windsor & Region including financial information completely confidential and are not to disclose or use such information.

Human Rights

Volunteers are included in ACWR's Human Resources Health & Safety Policy and Workplace Harassment and Violence Policy.

ACWR Volunteers have the right:

- ◆ to practice their cultural customs and beliefs.
- ◆ to be interviewed, employed and treated in accordance with equal opportunity and antidiscrimination legislation.

Confidentiality

Volunteers agree to keep all matters relating to the work of the Arts Council Windsor & Region including financial information completely confidential and are not to disclose or use such information.

By signing this Volunteer Policy, the volunteer agrees to regard all information about the ACWR's

Volunteer Screening

Screening is considered to be an essential process that continues throughout the volunteer involvement with ACWR.

- ◆ Screening procedures are delivered consistently for all Volunteers.
- ◆ Volunteers are required to fill out a Volunteer Application Form and be interviewed by ACWR staff.
- ◆ Some Volunteers will require a police check (see below).

Police Checks

Volunteers engaged in a position that requires them to interact with the public/vulnerable sector shall require a police check upon notification from ACWR staff.

- ◆ Not all Volunteers require a police check.
- ◆ ACWR will accept a Vulnerable Sector police check specific to another organization as long as it is no more than one (1) year old.
- ◆ Volunteers who are required to get a Vulnerable Sector police check will be reimbursed by the ACWR.

FYI - What is required for a police check?

- ◆ *description of the volunteer position*
- ◆ *name of the organization*
- ◆ *details regarding the children or vulnerable persons with whom the individual will be working*
- ◆ *two pieces of personal identification*

Reimbursement

ACWR recognizes that Volunteers should not be out of pocket because of work they do on our behalf. Volunteers who incur expenses in the normal course of their volunteer work are eligible for reimbursement.

- ◆ ACWR staff must approve Volunteers eligible for reimbursement in advance.
- ◆ Reimbursement for travel to and from ACWR is not provided.
- ◆ Should a Volunteer be required to obtain a new police check for a position of trust, ACWR staff must approve such reimbursement beforehand.

Training

ACWR Staff assesses Volunteer positions for level of risk and accessibility. All volunteers are required to attend Volunteer Orientation with ACWR Staff, which may be completed individually or in a group.

Volunteers will receive training on:

- ◆ ACWR's mandate, mission and goals
- ◆ ACWR programming
- ◆ ACWR's Volunteer Policy
- ◆ Duties and tasks required for Volunteer positions
- ◆ Orientation in the Gallery and/or Office

Off-site Volunteering

When volunteers are supporting ACWR staff at an off-site event or alongside a community partner, they are expected to act in accordance with the Volunteer Policy at all times.

- ◆ Represent the ACWR professionally and respectfully
- ◆ Refer any inquiries about programs/services that you are unsure of to ACWR staff

Public Inquiries

ACWR is committed to providing accurate information and resources to all public inquiries, questions or concerns we receive.

- ◆ Because of the wide range of activities, programs and services we provide to the community, it may be that a Volunteer cannot provide a sufficient answer to a community member's inquiry, question or concern.
- ◆ Public inquiries, questions or concerns that Volunteers are unable to answer must be redirected to ACWR staff by phone, email or in person.

Dress Code

ACWR presents a professional work environment and gallery space.

- ◆ Volunteers are expected to be dressed accordingly to the task at hand
- ◆ Certain Volunteer positions will require specific attire, which will be verbally communicated to Volunteers by ACWR staff

Age

Bingo volunteers must be 18 yo or older.

Dismissal

Failure to comply with the Volunteer's Responsibilities as described above will result in immediate dismissal.

Grievance

Volunteers have access to a grievance procedure.

- ◆ Should a Volunteer have a grievance to discuss with regard to a fellow Volunteer, such grievance may be made directly to the Outreach Coordinator.
- ◆ Should a Volunteer have a grievance to discuss with regard to Volunteer Management, such grievance may be made to ACWR's Executive Director by phone, in person or at ed@acwr.net.
- ◆ All grievances will be taken seriously and dealt with in an appropriate manner as deemed so by ACWR Staff.

Volunteer & The Media

Volunteers may not speak to any web, television, print, or radio media on ACWR's behalf without prior consent from ACWR staff.

Volunteer Records

Volunteer records will be kept in a secure location. All requests for information about a Volunteer will be passed through volunteer management, who will consider volunteer records confidential. A Volunteer's records are disposed of up to 2 years after the Volunteer has completed his/her duties within the organization.

Interpretation of Items in This Document

Should any of the items in this policy conflict with any federal or provincial legislation; the provisions of the legislation will supersede them.

Volunteer Agreement

I hereby declare that I have read the above Volunteer Policy and understand its content and will comply with the rules contained within it.

Volunteer's name: _____

Date: _____

E-mail: _____

Address: _____

Phone number: _____

Volunteer's Signature: _____