



Township of Alnwick/Haldimand Code of Conduct for Volunteers

June 17th, 2019

This Code of Conduct will define acceptable standards in any Township of Alnwick/Haldimand's facilities, specifically Centreton Community Center, Vernonville Community Center, Fenella Community Hall, and Alnwick Civic Center.

Volunteers:

For definition purposes, volunteers are people who perform, or offers to perform a service or assume an obligation voluntarily.

Volunteers Will:

- Interact with one another, with employees and with members of the public in a professional, courteous, civil, dignified, respectful, fair and equitable manner.
- Perform their volunteer functions in the best interest of the Township.
- Honour the need for confidentiality with respect to information obtained in their course of volunteering and will not disclose confidential information gained by reason of their positions.

Examples of Prohibited Behaviour:

- Behaviour that demeans, ridicules, or embarrasses an employee or fellow volunteer, or members of the public. This can include practical jokes that may be offensive or damaging to the volunteering relationship.
- Bullying which creates an intimidating, humiliating or uncomfortable work environment.
- Abuse of authority (someone in a position of authority uses his/hers position to undermine, intimidate, interfere with, improperly influence or threaten another volunteer or member of the Center).
- Harassment of others because of race, ancestry, age, record of offences, marital status, same-sex partnership status, family status or disability.

Complaint Procedure for Volunteers:

Any volunteer who believes that he/she has been treated contrary to this Code of Conduct may:

- Approach the person directly and request his/her behaviour to stop.
- Notify your CAO/Municipal Clerk.
- All complaints should be received in writing with the complainants' signature. The document should include details of the alleged behaviour including dates, times, places, names of individuals involved and any witnesses.

What happens next...

- Your Township staff designate will meet with the person who the complaint was made against to give him/her an opportunity to present his/her side.
- Your Township staff designate will obtain a written statement by the accused clarifying that they have been made aware of the complaint made against them and direct him/her not to discuss the complaint with anyone else.
- Your Township staff designate will make a finding as to whether the complaint is substantive and then specific decisions will be made in result of it.

Corrective Actions:

Where it is determined that corrective action or disciplinary action is to be taken against a volunteer, such actions may include but are not limited to:

- An apology
- Further training
- Warning
- Suspension
- Termination

All documents which pertains to the investigation of the complaint will be maintained in a Township of Alnwick/Haldimand file for up to seven years.