

AMS VOLUNTEER POLICY & PROCEDURES MANUAL

ALMA MATER SOCIETY OF QUEEN'S UNIVERSITY

Responsibility	<i>Personnel Committee and Director of Human Resources</i>
Approved by	<i>Assembly</i>
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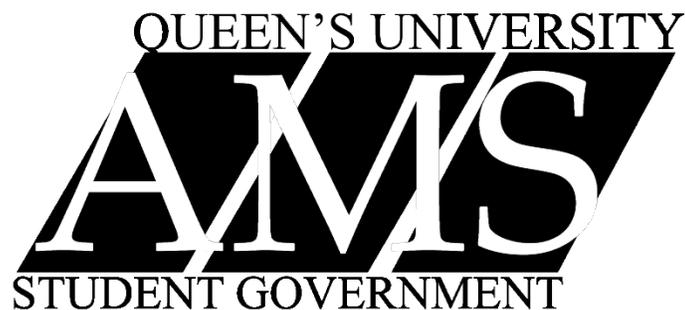


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Purpose

The purpose of this policy is to ensure that all volunteers within the AMS have a consistent and accessible reference document to consult regarding conditions of their volunteer term. This policy outlines the relationship between the volunteer and the AMS throughout the duration of the volunteer's term.

This document seeks to define the value of AMS volunteers and provide a single place for AMS participants to go for guidance on the treatment of volunteers once they have been hired.

Terminology and definitions

"AMS" means the Alma Mater Society of Queen's University Incorporated and the Alma Mater Society of Queen's University.

"Honoraria" refers to the monetary sum paid as a sign of gratitude and dependant upon the discretion of the AMS for services that are rendered by the volunteer without charge.

"Policy" refers to this Volunteer Policy.

"Volunteer" refers to any person engaged by the AMS to provide their time in support of various activities and do not receive a wage.

"Supervisor" refers to any employee/volunteer who has responsibility for a workplace or authority over another employee/volunteer or work activity.

"VPUA" refers to the incumbent of the Vice President (University Affairs) position.

"DHR" refers to the incumbent of the Director of Human Resources position.

"Senior Volunteer" refers to any volunteer who is held to a higher degree of accountability from their supervisor relative to regular volunteers.

"Conflict of Interest" is a situation in which a person is involved in multiple interests and serving one interest could involve working against another. Per AMS Hiring and Appointment Policy, conflicts of interest include past, present, or future housemates or relationships (familial or otherwise). Furthermore, it can be a situation in which the concerns or aims of two different parties are incompatible and the person is able to derive personal benefit from actions or decisions made in their official capacity.

"Customer Service" refers to interaction in the form of assistance or advice with an individual that is not an employee of the organization.

Policy Statement

This policy details specifics related to the hiring, training, expectation of availability, supervision, and dismissal of all volunteer positions within the Alma Mater Society (AMS). This manual is intended to create harmonious and productive working relationships through the fair and consistent application of AMS policy. This manual is also intended to serve volunteers as a clear statement of their relationship with the AMS prior to, during, and post the completion of their volunteer term.

Scope

This policy applies to all volunteer positions within the Alma Mater Society, including those volunteers who receive an honorarium.

This policy addresses only the relationship between the AMS and positions recognized as volunteer positions within the AMS. This policy does not apply to paid positions within the AMS that have individual contracts and contractual obligations.

Note that as the Corporate Bylaws supersede the Volunteer Policy, the AMS Board of Directors is exempt from this policy. Note that where Corporate Bylaws regulate the Journal in a manner different to that which is laid out in this policy, the bylaws shall take precedence.

Roles and Responsibilities

All volunteer positions within the AMS are responsible for understanding their rights and obligations as outlined by this policy.

The Director of Human Resources has a responsibility to support this policy and actively promote compliance to the policy.

All Managers have an obligation to be familiar with this policy, act in the spirit of the policy and comply with their responsibilities as outlined in the policy.

The DHR and the volunteer's direct supervisor shall be responsible for making volunteers aware of this manual and informing them how to access it at any time.

Policy

Section 1: General Principles

- a) The AMS recognizes the following principles and values regarding AMS volunteers:
 - Volunteer involvement is necessary for the AMS to be a relevant student government and not for profit corporation
 - Volunteer involvement strengthens the Queen's community
 - Volunteer involvement mutually benefits both the volunteer and the AMS
 - Volunteer involvement is based on relationships
- b) Volunteer assignments shall reflect the purpose of the AMS and involve volunteers in purposeful ways, reflecting their various abilities, needs and backgrounds.
- c) The AMS Executive and AMS Assembly acknowledge and support the vital role of volunteers in achieving the AMS' mission to serve and represent the diversity of students at Queen's.
- d) The AMS is an equal opportunity employer. It shall endeavour to be non-sexist, non-racist, non-homophobic, and otherwise all-inclusive. The AMS and all its volunteers are expected to operate within the guidelines of the Ontario Human Rights Code.

Section 2: Staffing

- a) The staffing of all AMS volunteer positions shall be done in accordance with the AMS Hiring and Appointment Policy and Procedures Manual.
- b) The term for AMS volunteer positions will vary with the unique activities required and expectations of availability of the volunteer time. Due to the varying nature of each position, there is no standardized volunteer term length.

Section 3: Hours of Work

- a) Due to the varying degree of activities required for each volunteer position, the AMS cannot define the precise number of hours that are expected from each volunteer; however, the AMS shall ensure all volunteers are aware of the expectations of time availability, description of activities to be completed, any associated honoraria, and level of support and supervision provided.
- b) Insofar as senior volunteers are expected to hold office hours, recommendations for those hours are as follows:
 - i. Deputy Commissioner/Officer - 3 Office Hours a week during the school year -
 - ii. Committee Chair - 1 Office Hour a week during the school year

- iii. Committee member – office hours as required

Section 4: Honoraria

- a) Honoraria shall typically be paid in two equal parts, half in December and half in April, unless otherwise stipulated by the direct supervisor, and approved by a member of the Executive
- b) The Director of Human Resources shall be responsible for providing a complete list of all volunteers with their position, supervisor name and associated honoraria payment to the Payroll Administrator no later than end of September.
- c) The Supervisor shall be responsible for providing notification to the Payroll Administrator in the case that the honoraria should not be paid in full and according to honoraria grid and schedule by December 1 and April 1 each fiscal year.
- d) Receipt of the last portion of an honorarium shall be contingent on the completion of a Transition Manual, where applicable.
- e) Insofar as an honorarium is a thank you for service, all honoraria shall normally be paid in full. Where a supervisor has determined special circumstances exist that warrant reduction in an expected honorarium, the supervisor shall require approval from the appropriate member of the Executive.

Section 5: Attendance

Every volunteer shall make a commitment to satisfy the requirements of their position as set out, including regular attendance of all scheduled meetings or training sessions. Unsatisfactory attendance or notification of absences shall be cause for disciplinary action at the discretion of the supervisor.

Section 6: Leaves of Absence

A volunteer shall notify their supervisor if they are taking a leave of absence. In the case where the absence compromises the fulfilment of the responsibilities of the job then the supervisor may either appoint a temporary replacement or hire a replacement.

Section 7: Performance Feedback

- a) It is the responsibility of the supervisor to provide regular performance feedback to their volunteers. Performance feedback can be done either formally or informally, at the discretion of the supervisor.

- b) All material related to performance feedback shall be collected by the supervisor and submitted to the DHR to be kept on file the remainder of the volunteer's term.

Section 8: Discipline

- a) The fundamental objective of volunteer discipline is to inform, correct and to improve performance, not to punish.
- b) The AMS is responsible for maintaining trust with students and ensuring its programs and events are reputable and successful. The disciplinary process ensures volunteers are held accountable if they do not meet established standards of behaviour and responsibilities. Volunteers who do not adhere to established standards and satisfactorily perform their volunteer assignments are subject to discipline and/or dismissal.
- c) When a conflict of interest exists (e.g. personal relationship, housemate) between a volunteer and their supervisor, the supervisor shall remove themselves from any disciplinary process, where deemed necessary by the supervisor. Responsibility for the process shall be delegated to another AMS volunteer or employee in a supervisory position to the volunteer, subject to the approval of the respective Executive responsible.
- d) Where volunteer discipline is being considered as a course of action, the ultimate authority shall rest with the supervisor. The escalating measures listed below shall generally be followed in the case of volunteer misconduct.
 - a. Verbal Warning: If an infraction occurs or a volunteer's performance is clearly not meeting expectations, then the volunteer must be made aware of said misconduct and/or areas of concern. The supervisor shall review expectations with the volunteer and offer suggestions for improvement within a prescribed timeframe. The date of the verbal warning should be documented in the volunteer's file.
 - b. Written Warning: If another infraction occurs or performance does not improve within the prescribed timeframe following a verbal warning, a warning in the form of a letter shall be given, informing the volunteer of where their performance does not meet expectations. The supervisor shall schedule a meeting with the volunteer to address areas of concern and state expectations for improvement. A second letter may be written if needed, constituting a final warning. Written warnings should be used for Senior Volunteers at the discretion of the Supervisor and/or the Executive.
 - c. Any further breach of expectations and/or rules shall be considered grounds for dismissal, upon consultation with the supervisor and the respective Executive responsible.

- e) A volunteer shall be notified of dismissal verbally in a meeting with the supervisor(s) and in a written letter signed by the supervisor and Executive responsible.
- f) The volunteer should be asked to sign the dismissal letter, indicating that they have been informed of the dismissal during said meeting. The signed copy of the dismissal letter should be retained in the volunteer's file held by the Human Resources office.
- g) The Director of Human Resources, insofar as this position is a support for both the organization and individual volunteers, shall not be present at any discipline meetings including those related to dismissal.
- h) All disciplinary actions and any record of such shall remain confidential. Records of disciplinary action shall be maintained in the Human Resources Office until December 31 of the academic year immediately following the volunteer's term, at which point all records shall be destroyed.

Section 9: Academics

- a) Consistent with section 1.04 of the AMS Hiring Policy and Appointments Policy and Procedures Manual, the AMS shall endeavour to ensure its volunteers' AMS experience does not impede their academic performance. In the event a volunteer is encountering serious academic challenges, their supervisor shall meet with the volunteer and empathetically explore any effect that the volunteer's AMS position may be having on their academic performance.
- b) Irrespective of the volunteer's performance, dismissal may be recommended by the supervisor if their judgement deems it to be essential to a resolution of the volunteer's academic challenges.

Section 10: Process for Appeal

- a) Any AMS volunteer who believes he or she has been disciplined unfairly or not in accordance with AMS policy should discuss this matter with their direct supervisor. The appeal process should only be used if this discussion does not satisfy the volunteer.
- b) If a volunteer is unable to settle the disciplinary decision with his/her supervisor, the volunteer may appeal the action to the next level of authority and/or the responsible Executive, who may decide to:
 - i. Uphold the disciplinary action
 - ii. Reject the disciplinary action and recommend modifying the decision
- c) There are no further avenues for appeal after the responsible Executive has come to a decision.

Section 11: Confidentiality of Personnel Records

- a) Volunteers may review the contents of their personal files in the Human Resources Office by submitting a request to the Director of Human Resources until the end of their volunteer term.
- b) Evaluations are completed for the purpose of improving volunteer performance and are the property of the AMS. Any release of these confidential records shall require approval from the AMS Executive.

Section 12: Training

- a) Volunteers shall receive an orientation to the AMS and its policies and procedures and shall receive training for their volunteer assignment. The volunteer's supervisor will be responsible for providing training that enables the volunteer to perform at a satisfactory level.
- b) The Director of Human Resources, in conjunction with the Vice-President University Affairs, shall be responsible for determining the content of volunteer training mandatory across all volunteers each year and ensuring that volunteers receive said training. Position-related training will be at the discretion of the direct supervisor.
- c) The Director of Human Resources shall be responsible for tracking volunteer attendance at pan-AMS training sessions.
- d) In accordance with the Accessibility for Ontarians with Disabilities Act, AMS volunteers performing customer service duties or preparing policies shall receive mandatory training on Accessible Customer Service.
- e) In accordance with the Occupational Health and Safety Act (OHSA), the definition of "worker" does not include a volunteer who works for no monetary payment of any kind. As such, volunteers are not required to take Health and Safety Awareness Training.
- f) AMS volunteers shall receive any additional training as mandated by the Vice-President University Affairs.

Section 13: Volunteer Appreciation

- a) Volunteers shall be regularly acknowledged with formal and informal recognition methods.
- b) The Human Resources Office shall create and maintain mechanisms in order to recognize pan-AMS volunteers.

- i. The AMS shall honour outstanding volunteers annually with Volunteer of the Year Awards.
 - ii. Each Commission, Office and Service that hires volunteers shall have the option of nominating one or more of the volunteers for the merit-based Volunteer of the Year Award.
- c) Any full-time staff in the AMS may nominate a volunteer for one of three pan-AMS awards:
 - i. Volunteer of the Year – Camaraderie
 - ii. Volunteer of the Year – Community
 - iii. Volunteer of the Year – Involvement
 - iv. Volunteer of the Year – Environment
 - v. Overall Volunteer(s) of the Year
- d) The Human Resources Office shall be responsible for updating Volunteer of the Year award plaques and organizing the presentation of awards, which shall generally occur at the end of each academic year

Section 14: Transition

- a) Deputies, Committee Chairs and other volunteer positions as designated by the relevant Commissioner or Director shall submit a transition manual by a date specified by the volunteer's supervisor.
- b) Any volunteer required to submit a transition manual, but failing to do so, shall not be eligible to receive an honorarium.
- c) Incoming Deputies, Committee Chairs, and other volunteers as designated by their supervisor are required to meet with their predecessor to facilitate the transition process.
- d) The contents of the transition manual shall include the following:
 - i. full job description and all responsibilities
 - ii. any committees/ boards/bodies on which the incoming volunteer sits or whose meetings must be attended
 - iii. a timeline of when essential tasks must be completed
 - iv. any ongoing projects/initiatives that require follow-up or continuation
 - v. list of relevant contacts
 - vi. budgets or strategic planning documents where appropriate

Monitoring

Compliance with this policy will be monitored by the Director of Human Resources and the Chair of the Personnel Committee as required. Bi-annual reviews should be undertaken. Otherwise, policy changes should occur whenever a policy gap is identified. Any substantial change to this policy must be recommended for approved by the Personnel Committee and approved by the Board of Directors.

Contact person	<i>Director of Human Resources</i>
Date of next review	<i>November 2020</i>
Related policies, procedures and guidelines	AMS Hiring and Appointment Policy
Policies superseded by this policy	