

# City of Kingston Volunteer and Student Handbook



Welcome to the City of Kingston!

Thank you very much for choosing to share your talents and time with the City of Kingston. Every year, volunteers, placement students and interns contribute hundreds of hours to events and programs with the City of Kingston. Your assistance and dedication in our programs and events help ensure greater success.

Whatever your role, you are part of an innovative team, and we are very glad to have you on board. We hope that your time spent here will be rewarding and full of opportunities to grow, learn and contribute.

At the City of Kingston, we value our volunteers, placement students and interns and are committed to providing them with the support and resources they need to succeed. This manual has been designed to outline the information you will need in your volunteer role. It is important to know that you may require additional training depending on your role. We hope this handbook will allow you to feel comfortable with us. We depend on you; your success is our success.

So, let's get started!

The City of Kingston acknowledges that we are on the traditional homeland of the Anishinaabe, Haudenosaunee and the Huron-Wendat, and thanks these nations for their care and stewardship over this shared land.

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## The City of Kingston

### The City of Kingston - History and Present Day

Word The region that we now know as "Kingston" has been home to Indigenous People for thousands of years. Many different Nations and people have existed or co-existed in this region over time. View the [Indigenous People page](#) on the City's website.



The City's strategic location – where the St. Lawrence and Cataraqui Rivers meet Lake Ontario – have made it an important location for Indigenous peoples. The area began to be settled by Europeans in the 17th century. In 1673, French explorers established around the original site of Fort Frontenac. Since that time, the community has grown and changed because of multiple waves of immigration.

View more details about the [European historical roots in Kingston](#).



Formally incorporated as a city in 1846, Kingston now boasts a population of 136, 685. It covers 451 square kilometers and contains over 43 distinct neighbourhoods.

### Quick facts about Kingston:

1. The Kingston Public Market is Ontario's oldest (1801)
2. Kingston is home to four of the 11 surviving Martello towers built in British North America
3. Briefly, Kingston was the capital of Canada (1841 - 1844)
4. Kingston is situated in marshlands, making it home to 5 of 8 species of Ontario's turtles
5. The City is home to many famous artists, including musicians and actors
6. The 2013 Tournament of Hearts and the 2020 Brier Cup (curling) were hosted in Kingston

Want to learn more? Check out the [Possible Made Here website](#).

## Kingston City Council and its Priorities

### What is City Council?

Kingston City Council is the municipal governing body, with a Mayor and twelve Councillors. The Mayor represents the city as a whole and the Councillors are elected to represent each of the city's twelve districts. The Mayor and Councillors are each elected for a four-year term.



## How does City Council affect you and other Kingstonians?

Council is the formal municipal decision-making body of the City of Kingston. Decisions made by Council have a direct impact on the residents of Kingston. Council is responsible for delivering community services. Key municipal services include road maintenance and construction, community and family services, long-term care, environment and sustainability initiatives, recreation and leisure, transit and transportation, heritage and cultural vibrancy, and many others.



## How does Council make decisions?

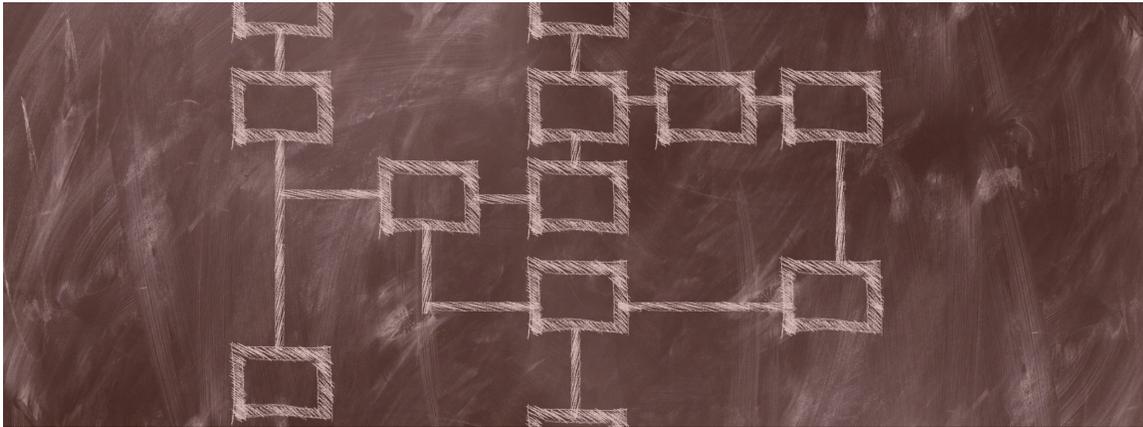
Kingston City Council meetings are held the first and third Tuesday of the month where the Mayor and Council come together to discuss and make important decisions. These decisions primarily focus on the priorities outlined in the **Strategic Plan**. Councillors also sit on a variety of committees and boards which offer specialized input and advice to City Council.

Please visit the current priorities list on the [Council Priorities webpage](#).

# The Corporation of the City of Kingston

## Organization Structure

The City of Kingston's organizational structure is optimized to support efficient workflow across its service groups, and to enable its staff in their efforts to complete strategic work plans and objectives, and ultimately to deliver exceptional customer service.



The corporate structure of the City is divided into groups overseen by different Commissioners who report to the City's Chief Administrative Officer. Within each group are departments, divided by function, and led by Directors who are responsible for directing staff to reach the priorities listed in the Strategic Plan. Similarly, within departments are divisions that are typically led by managers and/or supervisors.

Each organizational unit performs its role in alignment with the City's mission, vision, and values.

View and/or download the [Corporate Organization Chart](#) for the City.

## City of Kingston Mission, Vision and Values

**The City's mission** is "to enhance the quality of life for present and future generations by providing progressive, professional services and leadership that reflects the needs of all those who work, live, visit, or play in the City of Kingston."

**The City's vision** is "We are a progressive, innovative corporation with satisfied citizens and employees. Our fiscal health enables us to update our infrastructure and grow our business community. We support a high quality of life for all of our citizens, and they value the services we provide."

We fulfill our mission and vision through **our values**, which are: teamwork, respect, integrity, and pride.

## Key Policies & Corporate Priorities



Because the City serves the citizens of Kingston, we have a strong duty to make sure our programs, projects and services are carried out in a way that respects the trust they put in us. Our policies and procedures are in place to ensure your health and safety and better define the standards expected of all who work for the City in any capacity. This section offers a quick overview of our corporate policies and procedures that pertain to you, as a volunteer. If you would like to view the procedures in more depth, please speak to your supervisor.

### Employee Code of Conduct Policy

This is a foundational policy that affects all other policies of the City. Employees must serve the public interest with integrity and the highest standards of professionalism and ethical conduct. This policy, as well as the Corporate Mission, Vision and Values, must be upheld and exemplified by every employee of the City. This policy is intended to supplement any other requirements imposed by law, standards of professionalism or any other applicable City bylaw, policy, or procedure.

### Conflict of Interest

This policy provides guidelines for identifying and declaring a conflict of interest for employees as it relates to their duties and responsibilities at the City. It protects the interests of the employee and the City by providing standards by which a conflict of interest can be identified. Employees are expected to put aside their personal and private interests and remain impartial when performing their duties. While it is not possible to cover every potential situation or circumstance, this policy outlines the City's expectations regarding conflicts of interest between an employee's personal interests and the best interests of the City.

## **Customer Service**

The City of Kingston aims to deliver exceptional, equitable, and accessible customer service. We recognize the need to have customer focus as a core competency, ensuring that we actively demonstrate this focus in everything we do. To deliver effective customer service, follow these tips:

- 1.** Regularly ask yourself, “What would I think and feel if I were this customer?”
- 2.** Link the needs of the customer to the service that you are offering.
- 3.** Check your assumptions about what matters to customers.
- 4.** Think of ways to prevent, not just fix customer problems.

## **Acceptable Use of Information Technology Policy**

This policy establishes standards for the use of the City's information technology in compliance with the law and City policies including, but not limited to, the Code of Conduct Policy. For the purposes of this policy, “information technology” means the City's digital applications and systems, including computing, telecommunications infrastructure and end-user devices used for creating, processing, transmitting, and storing data. Everyone shall comply with this policy and:

- 1.** Never use information technology for personal use that in any way interferes with their work or City business;
- 2.** Always keep information technology secure and free from damage or loss; and
- 3.** Immediately report theft, loss, or unauthorized disclosure of confidential or proprietary information to their supervisor.

## Workplace Violence and Harassment Policy



At times, even with the Code of Conduct in place, workplace violence and harassment can occur. Fortunately, the City of Kingston has a program in place to minimize or eliminate any such occurrence. It does this through policies, assessment, prevention, and training.

The City of Kingston aims to provide a work environment that is free from all harassment and discrimination. Your supervisor will deal effectively, quickly, and fairly with any situations involving claims of harassment or discrimination in the workplace.

If you happen to see any workplace violence or harassment, do not ignore it, act on it. Let your supervisor know.

## Accessibility

To ensure excellent customer service, we must also comply with the Accessibility for Ontarians with Disabilities Act. The Act was passed in 2005 and its purpose is to reduce barriers to accessibility for persons living with disabilities. Barriers to accessibility are obstacles that make it difficult – sometimes impossible – for people with disabilities to do the things that most of us take for granted.

Barriers aren't just physical things, such as steps onto a bus or a door without an automated door opener. Information that a person can't easily access or understand can also be an obstacle. Technology, or lack of it, can present difficulty as can organizational barriers, which occur when policies, procedures or practices don't take accessibility into account. Attitudinal barriers are about what we think or assume.



The law has set different standards to help people with disabilities overcome these barriers. Two important standards for you to know include the *Accessible Information and Communication* and *Customer Service Standards*.

## **The Accessible Information and Communications Standard**

This standard establishes processes that we must follow to create, provide, and receive information and communication in ways that are accessible to people with disabilities. As such, we must:

- 1.** Make our website and web content accessible.
- 2.** Provide accessible formats and communications support as quickly as possible and at no additional cost when a person with a disability asks for them (if requested, consult with the person to determine his or her accessibility needs. At times, you may be unable to convert the requested information or communication (i.e., architectural blueprint). When it's not possible to convert the requested material, you need to provide the individual making the request with an explanation as to why the information is unconvertible and a summary of that information.
- 3.** Make feedback processes accessible by providing accessible formats and communications support when requested.
- 4.** Make public emergency information accessible when requested.

When a request for information in an alternative format is received, you must consult with the person to determine his or her accessibility needs.

## **The Customer Service Standard**

This standard requires organizations and businesses to provide accessible customer service to people with disabilities. Accessible customer service is about understanding that people with disabilities may have different needs and finding the best way to help them access goods and services.

It is about:

1. not making assumptions about what people can or cannot do because of their disabilities.
2. inclusion – making everyone feel welcome and included.
3. understanding that people with disabilities may have different needs. Serving customers with disabilities is also about showing sensitivity and respect.

A good starting point is using appropriate language and terminology. For instance, say “person with a disability” rather than disabled person and avoid sympathetic phrases such as: victim of, suffers with, confined to a wheelchair, physically challenged, or stricken with a particular illness or disability.

### **Other Accessible Customer Service Tips**

- Identify yourself when you approach and speak directly to your customer.
- Ask “How can I help?” and listen
- Maintain eye contact, use body language, gestures, and facial expressions to help you communicate
- Reduce background noise
- If appropriate, ask if another method of communicating would be easier
- When providing information, be precise and descriptive – use plain language
- Be willing to rephrase or explain something again in another way, if needed
- If providing guidance, offer your elbow and if they accept, lead – don’t pull
- If you need to leave the customer, let them know
- If the person with a disability uses a support person, look and speak directly to the customer, not the support person
- Be patient and allow extra time if needed. Don’t interrupt your customer’s sentences
- Confirm what the person has said by summarizing or repeating what you’ve understood and allow the person to respond – don’t pretend if you aren’t sure
- If necessary, provide other ways for the customer to contact you, such as email
- If you sense or know that a customer has a mental health disability, treat them with the same respect and consideration you have for everyone else
- Respect your customer’s personal space

## Disabilities

You may encounter a variety of disabilities with your work at the City. Under the Accessibility for Ontarians with Disabilities Act, “disability” means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device.
- A condition of mental impairment or a developmental disability.
- A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language.
- A mental disorder.
- An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997; (“handicap”)

If needed, persons with disabilities may use assistive devices, service animals or support persons when accessing our goods, services, or facilities.

An assistive device is a piece of equipment a person with a disability uses to help with daily living. They belong to the person using them and are part of their personal space. Don't touch or handle an assistive device without permission and do not move assistive devices or equipment out of the person's reach.



Service animals support people with various types of disabilities. A service animal is identifiable through visual indicators or by documentation from a regulated health professional. Under the Customer Service Standard, there are no restrictions on what type of animal can be used as a service animal.



The law requires the City to allow a person to bring their service animal with them into areas open to the public or to visitors. Don't touch or distract a service animal. If you're not sure if the animal is a pet or a service animal, ask your customer. The customer is responsible for the care and supervision of their service animal.

If another person's health or safety could be seriously impacted by the presence of a service animal, such as a severe allergy, consider all options and try to find a solution that meets the needs of both people. For example, create distance between the two people, eliminate in-person contact, or change the time the two receive service.

A support person can be a paid personal support worker, an intervenor, volunteer, family member or friend. A person with a disability is permitted to bring their support person with them to any area of your premises that is open to the public or to visitors. Where the City charges a fee (e.g., show at the Grand Theatre), let the person know ahead of time what, if any, the fee that will be charged for a support person.

## **Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA)**

The Ontario Human Rights Code (the Code) provides for equal rights and opportunities, and freedom from discrimination. The Code recognizes the dignity and worth of every person in Ontario. It applies to the areas of employment, housing, facilities and services, contracts, and membership in unions, trade or professional associations.

At work, any person with a disability is entitled to the same opportunities and benefits as people without disabilities. In some cases, they may need special arrangements or “accommodations” so they can do their job duties.



### **Accommodation Responsibilities**

As an employer or service provider, the City:

- 1.** Accepts requests for accommodation in good faith.
- 2.** Asks only for information that is needed to provide an accommodation.
- 3.** Takes an active role shaping accommodation solutions to meet individual needs.
- 4.** Deals with accommodation requests as quickly as possible, even if it means creating a temporary solution while developing a long-term one.
- 5.** Respects the dignity of the person asking for accommodation and keep information confidential.

6. Covers the costs of accommodations, including any required medical information or documentation (for example, doctors' notes, assessments, letters setting out accommodation needs, etc.).

### **The Duty to Accommodate**

Even when facilities and services are designed as inclusively as possible, accommodations may still be needed for persons with disabilities.

Under the Code, we have a legal “duty to accommodate” persons with disabilities. The goal of accommodation is to allow people with disabilities to equally benefit from and take part in services or the workplace. Accommodation is a shared responsibility. Everyone involved, including the person asking for accommodation, should work together, exchange relevant information, and look for accommodation solutions together.

There is no set formula for accommodating people with disabilities. Even though some accommodations can benefit many people, we still need to consider individual needs each time a person asks to be accommodated. A solution for one person may not work for someone else.

Many accommodations can be made easily, and at low cost. In some cases, putting the best solution in place right away may result in “undue hardship” because of costs or health and safety factors.

Even if this happens, we still have a duty to look at and take next-best steps that would not result in undue hardship. Such steps should be taken only until more ideal solutions can be put in place or phased in.

## Health & Safety

### Policy and Practice

We take health and safety very seriously here at the City of Kingston. Our health and safety policy is posted on each health and safety board – these boards appear in high traffic areas of the City of Kingston buildings. The [Health and Safety Policy](#) may also be viewed in electronic format on our internal website, KingNET. In addition, we follow the Internal Responsibility System, which creates an interlocking set of rights and responsibilities for the workplace parties. It:

1. Considers the rights of workers
2. Demands direct responsibility of employers
3. Creates a collaborative environment for the health and safety department, the joint health and safety committee (JHSC), worker representatives, and unions.

The JHSC is comprised of two groups – worker and employer representatives. Each group carries out its duties jointly by holding regular meetings, conducting inspections, facilitating, and responding to work refusals, and accompanying the Ministry of Labour Inspectors on inspections. The JHSC is also involved in the identification of hazards, making safety recommendations, and obtaining information from the employer.

You should be just as committed to improving health and safety conditions in the workplace. It is your responsibility to work in compliance with the Occupational Health and Safety Act and Regulations, use personal protective equipment and clothing as directed, report workplace hazards and dangers, and work in a manner as required.

Employees, volunteers, placement students, interns and contractors should avoid the use of perfume, scented hairspray, cologne, and other scented products during work. Scented products can aggravate health and cause problems for some people, especially those with asthma, allergies, and other medical conditions.

## WHMIS - Workplace Hazardous Materials Information System



WHMIS provides information on the safe use of hazardous materials in the workplace. You will receive education and training on the Workplace Hazardous Materials Information System and products within it. This means that you will receive general information about WHMIS and obtain any site- and volunteer-position specific information that will cover the City's procedure for storage, handling, use, disposal, emergencies, spills, and what to do in unusual situations.

### Labels

WHMIS legislation requires that products used in the workplace classified as hazardous products must be labeled. Labels are the first alert to the user when the major hazards associated with the product and outline the basic precautions or safety steps that should be taken. In most cases, suppliers are responsible for labeling the hazardous products that they provide to customers. Employees are responsible for making sure that hazardous products that come into the workplace are labeled and to prepare and apply a workplace label when appropriate.

#### Supplier Labels

A supplier label is provided or affixed (attached) by the supplier and will appear on all hazardous products received at a workplace in Canada. If the hazardous product is always used in the container with the supplier label, no other label is required. Supplier labels must be written in English and French. They may be bilingual (as one label), or available as two labels (one each in English and French).

#### Workplace Labels

A workplace label must appear on all hazardous products in the following situations:

1. For products produced on site
2. When the product is transferred from one container to another

3. When workers are unable to read English or French
4. To replace labels that have been lost or damaged during the transport.

The workplace label must contain:

1. A product identifier (matching the SDS product name)
2. Safe handling precautions, may include pictograms or other supplier information
3. A reference to the SDS (if available)

Supplier and workplace labels are used on hazardous materials know as controlled products. Look for the symbols below on any of the materials you work with – and make sure you understand the safe way to handle them. ALWAYS ask your supervisor if you are unsure how to proceed.

### WHMIS Chemical Hazard Pictograms

The following image highlights the current hazard symbols and their descriptions:

	<b>Exploding bomb</b> (for explosion or reactivity hazards)		<b>Flame</b> (for fire hazards)		<b>Flame over circle</b> (for oxidizing hazards)
	<b>Gas cylinder</b> (for gases under pressure)		<b>Corrosion</b> (for corrosive damage to metals, as well as skin, eyes)		<b>Skull and Crossbones</b> (can cause death or toxicity with short exposure to small amounts)
	<b>Health hazard</b> (may cause or suspected of causing serious health effects)		<b>Exclamation mark</b> (may cause less serious health effects or damage the ozone layer*)		<b>Environment*</b> (may cause damage to the aquatic environment)
	<b>Biohazardous Infectious Materials</b> (for organisms or toxins that can cause diseases in people or animals)				

\* The GHS system also defines an Environmental hazards group. This group (and its classes) was not adopted in WHMIS 2015. However, you may see the environmental classes listed on labels and Safety Data Sheets (SDSs). Including information about environmental hazards is allowed by WHMIS 2015.

### Safety Data Sheets(SDS)

Safety Data Sheets (SDSs), formerly known as Material Safety Data Sheets (MSDSs), are summary documents that provide information about the hazards of a product and advice about safety precautions. SDSs are written by the manufacturer or supplier of the product.

SDSs contain 9 sections and provide more detailed hazard information about the product than the label. They are an important resource for workplaces and workers to help you learn more about the product(s) used. Use this information to identify the hazards of the products you use and to protect yourself from those hazards, including safe handling and emergency measures.

SDSs will be updated when there is new information that changes how the hazardous product is classified, or when there are changes to the way the product will be handled or stored. The SDS must be updated within 90 days.

## **Workplace Violence and Harassment**

At times, even with the Code of Conduct in place, workplace violence and harassment can occur. Fortunately, the City of Kingston has a program in place to minimize or eliminate any such occurrence. It does this through policies, assessment, prevention, and training. The City of Kingston aims to provide a work environment that is free from all harassment and discrimination. Your supervisor will deal effectively, quickly, and fairly with any situations involving claims of harassment or discrimination in the workplace. If you happen to see any workplace violence or harassment, do not ignore it, act on it. Let your supervisor know.



**Workplace violence** can be defined as:

- The exercise of physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker;
- An attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the work; or
- A statement or behaviour that is reasonable for a worker to interpret as a threat to exercise physical force against the worker, in the workplace, that could cause physical injury to the worker.

There are four principal types of violence to monitor for and/or to assess in the workplace, which include:

1. Violence by strangers
2. Violence by workers or former workers
3. Violence by customers/clients
4. Violence by personal relations



Certain types of work conditions can influence workplace violence. Examples include:

- Working in the community
- Working with persons with challenging behaviours
- Direct contact with clients
- Working alone or in small numbers
- Transporting people and/or goods
- Securing or protecting goods
- Handling cash

**Domestic violence** may be defined as a situation where a worker has a relationship with a spouse, former spouse, current or former intimate partner, or family member who may physically harm, attempt to physically harm, or threaten to physically harm a worker in the workplace.

It is not uncommon for domestic violence to extend from home into the workplace. The person may:

- show up unannounced;

- phone or email repeatedly;
- force the victim to be late or absent from work; or
- work with their victim and continuously harass/assault him or her on the job site.

**When the City becomes aware of these situations (domestic violence is considered workplace violence) it will take every reasonable precaution for the protection of the worker.**

**Workplace harassment** can be defined as, “engaging in any course of vexatious comment or conduct that is known or ought reasonably to be known, to be unwelcome.”

**Sexual harassment** refers to “comments or actions based on sex or gender that are unwelcome or should be reasonably known to be unwelcome”.



Workplace violence and harassment can isolate someone, set him or her apart, prevent someone from expressing himself or herself, devalue, or discredit an individual.

Actions that may be considered violence and harassment include interruption, ridicule, humiliation, insult, spreading rumours, unjustifiably reprimanding, and attacking someone (threatening, screaming, pushing), giving somebody work that he or she is incapable of doing, or, not giving somebody work at all.

Appropriate direction, evaluation, discipline, performance feedback, stress associated with performing legitimate job functions, and good-natured jesting are not considered workplace violence or harassment. It is important to distinguish what behaviour is acceptable and unacceptable to keep you safe. If you feel that you have been violated or harassed, speak to your supervisor who will provide immediate assistance.

## Volunteer Information



### Volunteer Recruitment

Recruiting new volunteers is an on-going process; however, there will be periods when you will need additional support to supplement your existing numbers. The search for suitable volunteers can be challenging, but it is an essential component of the volunteer program at the City.

The City will work in collaboration with the Department Lead to understand the number of new volunteers required throughout the year; a deadline for finding new volunteers, identification of key roles that new volunteers are needed to fill; and where and how to advertise for new volunteers.

Try using a creative approach to how you will go about finding volunteers. Some ideas include:

- Choose appropriate audiences whose interests and priorities match the City's requirements;
- Determine where the individuals are located that have the required skills and actively seek them out;

- Look for target groups during certain periods (e.g., high school students during summer vacation, etc.);
- Utilize a variety of recruitment techniques – posters in the guidance offices of high schools, advertisements in community centres, in-person presentations at service organization meetings;
- Place ads on online sites (e.g., City Website, Local news ads, etc.);
- Keep your role descriptions positive and highlight the benefits of volunteering with the City;
- Access the services of the Volunteer Centre in the community.

## Hiring

All volunteers must complete a volunteer application and submit it to Human Resources & Organization Development. Once the volunteer application is received and matches the required need, a member of Human Resources and the Department will interview the applicant to determine suitability and availability.

## Background checks

When applying for a volunteer position with the City of Kingston, you will be asked to obtain either a Police Information Check OR a Police Vulnerable Sector Check. Once you have received the required check, submit it to your supervisor. The collection, use, and disclosure of the information will be directly related to your volunteer position and will be kept confidential.

Click here to access the [Kingston Police Background Check](#).

## Orientation and Training

You will receive a general orientation on the nature, purpose and mission of the organization, department, and program or activity for which you are recruited. You must ensure that you review all information and complete all documentation as required. In addition to orientation, you will receive specific on-the-job training to understand the necessary information and skills to perform your assignment.

## Personal Actions and Forms

It is very important that we keep your personal information up to date. If there are any changes to this information, please notify your direct supervisor immediately.

**Attendance:** you are expected to report to your assignment as scheduled. If you are unable to report to your shift, please call your supervisor immediately to let him or her know of your absence.

**Attire:** it is important to dress appropriately and maintain your appearance for the tasks that you will be performing while volunteering at the City. If you are unsure what to wear, ask your supervisor.

**Personal Calls and Visits:** personal calls during volunteer time should be limited to emergency situations. Personal visits or use of personal cell phones during volunteer hours is unacceptable.

**Discipline:** as discussed earlier, it is important to behave in an acceptable manner while volunteering. Should you behave inappropriately, your supervisor will request a meeting with you to resolve the issue. If it is found that the issue cannot be resolved, you may be asked to leave the organization.

**Support and Supervision:** as a volunteer for the City of Kingston, you can expect to receive support and supervision while in your role. The nature, level, frequency, and duration of support and supervision can vary significantly depending on the circumstances involved.

## **Volunteer and Placement Statement of Confidentiality**

As a volunteer or placement student associated with the City of Kingston, I will have access to information and material relating to clients, employees, and others that is private and confidential. At all times I will respect the privacy of clients, employees, and all associated individuals. The principles and philosophy of the City of Kingston will be followed in accordance with the Corporation's rules and standards of conduct.

I will treat all corporate information and records as confidential material, and will take appropriate measures to ensure confidentiality, unless otherwise preceded in accordance to MFIPPA \*. I will not read records, discuss, or use such information unless there is a legitimate purpose to do so in normal corporate duties and responsibilities. All hardware, software and other equipment are to be used for business purposes only.

Please review the [Municipal Freedom of Information and Protection of Privacy Act](#), R.S.O. 1990, c. M.56 (MFIPPA).

A breach of any of these conditions will result in disciplinary action up to and including termination of assignment, and/or loss of privileges or similar action appropriate to the position with the City of Kingston.

## **Volunteer and Placement Student Code of Conduct**

Volunteers and placement students are expected to meet a standard of conduct that exemplifies professional integrity in the course of their work to ensure public confidence and trust is maintained. They must interact with customers, employees, community agencies, and the public in a polite, professional, and respectful manner. As such, they

are expected to serve the public well and respect the rights of the Corporation and its employees.

For committee volunteers, please review the [City of Kingston Council & Committee Members Code of Conduct](#) on the Council Committees' website.

As a volunteer or placement student, you are required to care for City assets that include all property, equipment, software, information, and time. City assets may only be used for City purposes or as approved by your supervisor. Furthermore, we use information collected by the City of Kingston for purposes consistent with the use for which it was collected. In addition, we only use, collect, and disclose information in accordance with MFIPPA and only for the purpose of carrying out City duties.

Volunteers and placement students will report to their assigned workplace on time. If reporting repeatedly late for work, they are subject to dismissal. They shall notify their supervisor if they are unable to do so with as much notice as possible. They must wear appropriate safety equipment as deemed necessary by the supervisor. Appropriate clothing must always be worn. Breaks and lunch hour allotments will be determined by your supervisor. If for any reason you are required to leave your assignment you must obtain permission from your supervisor. Violation of this or any other applicable City policy will be subject to review and, depending on the seriousness, may result in termination of assignment.

## Handbook Acknowledgement

I have read and understand the policies and procedures as described in this document. I am aware that I can keep a copy of this document to reference it when needed.

In addition, I know to ask questions if I do not understand my role as a volunteer. I also understand that failure to adhere to the policies and procedures outlined in this document could lead to termination.

Name (print first and last name):

Signature:

Date:

Witness Name (print first and last name):

Signature of Witness:

Date: