

OCIC VOLUNTEER POLICY
Approved by the Board of Directors January 2026

1.0 Statement of Philosophy & Purpose

This policy outlines the principles and guidelines for engaging and managing volunteers who are not board members at OCIC. The policy summarizes the rights and responsibilities of OCIC with its volunteers, and the rights, responsibilities and requirements of volunteers to OCIC.

2.0 Definitions

A **volunteer** is a person that freely offers their time, skills, and experience to support the work of OCIC without financial compensation or employee benefits, or expectations of entering into an employment relationship. For clarity, a volunteer is not in the position indefinitely. This includes individuals involved in event-based, short-term, and long-term volunteer roles. A volunteer shall not displace any paid employee, paid intern or contractor from their positions. Staff of member organizations may serve as OCIC volunteers, where such service does not obstruct or conflict with their work with the member organization.

A **supervisor** is the OCIC management or staff person responsible for the volunteer.

3.0 Review

3.1 As per OCIC's 5-year review policy, this Policy is to be reviewed and/or updated by the Personnel Committee by January 2031. Any changes must be approved by the OCIC Board of Directors.

4.0 Recruitment, Selection and Onboarding

4.1 Volunteers will be recruited in a fair, transparent and non-discriminatory manner.

4.2 Applicants may be required to complete an application form and interview process.

4.3 References and background checks may be conducted.

4.4 Once selected, volunteers will receive:

- a volunteer agreement;
- an orientation to OCIC's mission, mandate and strategic directions;
- training and orientation relevant to OCIC policies, procedures, and their role; and
- ongoing support, collaboration and feedback from their supervisor.

4.5 Volunteers are responsible for providing emergency contact information during onboarding, and to their supervisor.

5.0 Rights and Responsibilities

5.1 OCIC is committed to providing a volunteer environment free of discrimination and harassment, where all individuals can contribute fully, and have equal opportunities. To meet this commitment, OCIC will abide by the [Ontario Human Rights Code](#) and its policies.

5.2 Volunteers are a valuable resource to OCIC and have the right to:

- be treated with respect and dignity, regardless of age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed/religion, disability, family status, marital status (including single status), gender identity, gender expression, record of offences, sex (including pregnancy and breastfeeding), sexual orientation or any other protected grounds under the Ontario Human Rights Code;
- be clearly informed about their role, responsibilities, assignment(s) and timelines;
- receive adequate orientation, training and effective supervision;
- work in a safe and supportive environment; and
- be recognized and appreciated for their contribution.

5.3 Volunteers have the right without fear of reprisal, to register human rights complaints, as per the employee complaint procedures outlined in OCIC's Respect in the Workplace Policy, or to file a complaint with the [Ontario Human Rights Tribunal](#).

5.4 Volunteers agree to adhere to all OCIC policies, as amended from time to time in the sole discretion of OCIC, including in particular OCIC's: Accessibility Policy; Anti-Oppression and Anti-Racism Policy, Communications Policy; Environmental Stewardship Policy; Fraud and Corruption Policy; Gender Equality Policy; Personnel Policy, Prevention of Sexual Exploitation, Abuse and Harassment Policy and Code of Conduct; Public Engagement Policy; and Respect in the Workplace Policy.

5.5 Volunteers agree to perform all assigned work to the satisfaction of OCIC, and to:

- be prepared for and participate in any relevant meetings;
- read and review all relevant documents and information provided for the assignment and conduct any additional research as necessary;
- be reliable and punctual;
- inform their supervisor in advance if they are unable to fulfill their role; and
- respect the rights and dignity of staff, volunteers, members and participants.

6.0 Supervision and Evaluation

6.1 Volunteers will have a supervisor.

6.2 Volunteers will receive feedback and/or an evaluation in order to enhance their experience and effectiveness, from their supervisor.

7.0 Intellectual Property

7.1 Volunteers agree to transfer all intellectual property rights and interests (including copyright) in any ideas or materials that they create while volunteering at OCIC. Volunteers will receive credit for these and other contributions where and when appropriate, and agree to waive any moral rights in respect to the use by OCIC.

7.2 Volunteers should not access material that is owned or copyrighted by OCIC or others for their own purposes, or in any way that violates the principle of ownership or terms of the copyright.

8.0 Health and Safety

8.1 OCIC will provide necessary training and resources to ensure volunteers' safety.

8.2 Volunteers are required to comply with all health and safety guidelines. They will

- be accountable and work with OCIC to uphold their own health and safety and that of others;
- implement all safety training and practices;
- stay vigilant about their environment;
- report any health or safety concerns to management or the OCIC health and safety representative;
- adhere to public health guidelines, including current vaccination and other public health measures (e.g., masking, social distancing) recommended by Public Health Ontario, and other relevant federal and global regulations, subject to an accommodation under the Ontario Human Rights Code.

8.3. Volunteers must immediately report any health and safety incidents, near incidents or injuries sustained while volunteering to their supervisor.

9.0 Insurance and Liability

9.1 Volunteers are covered under OCIC's liability insurance while performing assigned tasks.

9.2 The Volunteer releases and forever discharges OCIC and all affiliates, members, directors, officers, leaders, agents, volunteers and employees from any and all actions, causes of action, suits, claims, demands, liabilities, including negligence, and expenses that the Volunteer has now or may have in the future in connection with, arising from or related to the Volunteer's involvement with OCIC as a volunteer.

9.3 OCIC is not responsible for personal belongings lost or damaged during volunteer activities.

10.0 Expense Reimbursement

10.1 OCIC will provide volunteers with reimbursement for reasonable out-of-pocket expenses that have been pre-approved by their supervisor prior to the volunteer incurring the expense. Only expenses incurred when performing tasks associated with the volunteer role will be approved by OCIC.

10.2 Volunteers need to keep and produce original receipts for any pre-approved expenses to be reimbursed.

11.0 Confidentiality

11.1 OCIC is committed to upholding the principles of Canada's [Personal Information Protection and Electronic Documents Act \(PIPEDA\)](#) in the way it collects, uses and discloses personal information. While

OCIC is not subject to the protection obligations outlined in PIPEDA, OCIC adheres to PIPEDA's 10 Fair Information Principles to ensure the safety of personal information.

11.2 As defined by PIPEDA, personal information includes: any factual or subjective information, recorded or not, about an identifiable individual. This includes information in any form, such as:

- age, name, ID numbers, income, ethnic origin, or blood type;
- opinions, evaluations, comments, social status, or disciplinary actions;
- employee files, credit records, loan records, medical records.

11.3 All volunteers are expected to respect and maintain the confidentiality of personal, organizational, and sensitive information they access or obtain during their service, as outlined in the Volunteer Agreement. This obligation continues both during and after their volunteer involvement.

11.4 Volunteers will not, except as required in the performance of their duties at OCIC, use or disclose any information that is of a secret, proprietary, confidential or generally undisclosed nature, relating to OCIC's finances or accounting, clients, funders or fundraising, donors, suppliers, employees, independent contractors, communication techniques, marketing strategies, intellectual property, personnel records or internal policies and procedures. Unauthorized use or disclosure of any of the abovementioned confidential information will justify dismissal without notice.

11.5 OCIC will maintain a confidential personnel file for Lead Volunteers (only) that contains their application, references, and any evaluations completed for 7 years after the end of their volunteering commitment. Lead Volunteers will have access to their file upon request.

13.0 Grievance and Disciplinary Procedures

13.1 Volunteers may raise concerns through OCIC's designated grievance procedure.

13.2 Volunteers shall abide by the non-disparagement clause of their Volunteer Agreement.

13.3 Inappropriate conduct may result in disciplinary action or termination of the volunteer relationship.

14.0 Ending Volunteer Service

14.1 Volunteers may resign at any time, preferably with written notice.

14.2 OCIC reserves the right to end the volunteer relationship at any time.

14.3 Following termination, volunteers shall cease using and return any OCIC confidential information.