Moving Forward
As COVID-19 has threatened the health and safety of the general public, the City of Toronto has created new by-laws to enforce safety measures. The by-laws include rules around isolation if someone is exposed to COVID-19, limits on gatherings, and the requirement to wear masks in indoor spaces.

Organizations are responsible for following guidelines as designed by the City of Toronto for everyone’s safety. Maintaining volunteer engagement means that organizations must determine the best way to restructure their opportunities. Masks are the most accessible form of protection. They are a widely effective practice to promote the well-being of citizens. Organizations across the city have worked hard to adopt mask-wearing policies to ensure the safe delivery of programs and services.

Enforcing By-Laws
- Highlight key safety measures that volunteers should demonstrate during their shifts
- Boost morale by reminding volunteers and staff about the people they support and the impact they make
- Provide virtual volunteering opportunities to allow vulnerable persons and those isolating the opportunity to stay connected
- Make it clear that volunteers cannot volunteer if they do not follow guidelines

In-Person Volunteer Protection
Organizations must also address volunteers who cannot follow guidelines due to extenuating circumstances while keeping everyone safe. For example, a clear barrier can be installed at the front desk to separate guests from volunteers. In addition, the volunteer handbook can be updated to feature COVID-19 by-law rules that must be enforced during shifts.

- Take note of the names, phone numbers and email addresses of existing volunteers and inquiring guests who enter the facility
- Increase signage in conspicuous areas to encourage volunteers to engage in hourly handwashing and using hand-sanitizer in between
- Ensure that prospective volunteers are aware that despite reduced opportunities, your organization is an equal opportunity organization with many ways to get involved
- Reduce the number of volunteers during shifts in order to adhere to gathering limits

Read the By-Laws
City of Toronto COVID-19 Orders, Directives and By-Laws