

Volunteer Dismissal Policy	
Final Draft – August 3, 2016	Date Approved – October 1, 2016

Purpose

To ensure that dismissal of volunteers is fair, equitable and reasonable based on the process outlines in this policy and the expectations, responsibilities and consequences of volunteer actions.

Policy Statement

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Responsibilities

Volunteer Responsibilities

It is the responsibility of volunteers to understand their expectations and be aware of the dismissal policy and process to follow each step accordingly.

Staff Responsibilities

Volunteer supervisors will determine the responsibilities of each volunteer role – along with any associated expectations, boundaries, duties, and rules that are appropriate. Every volunteer supervisor will ensure volunteers are aware of their expectations and responsibilities, and all possible consequences for failing to meet these expectations, breaching a boundary, or inappropriate behaviour.

When necessary, volunteer supervisors are responsible for following the procedures of this policy.

Procedures

The following are considered grounds for immediate dismissal:

- Illegal, violent and/or unsafe acts (will also involve Toronto Police Services)
- Theft of property or misuse of Volunteer Toronto funds, equipment, client information or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behaviour that causes harm to clients

All volunteers are subject to a probation period as determined by their supervisor and written in their position description. During this probation period, the following procedure may not apply as volunteers may only receive one or no warnings for improvement, depending on the severity of the issue. Event volunteers are considered on probation for the duration of their first shift. The following procedure applies in all other cases besides probation and the immediate dismissal grounds listed above:

1. Any instance of failure to meet the requirements of the role and/or misrepresent or contravene the mission of Volunteer Toronto will be documented in the volunteer's file using an Incident Report (see: *Incidents & Accidents Policy*). Each occurrence will be shared and followed up with the volunteer. A plan will be created to improve behaviour and ensure instances aren't repeated.
2. If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing (physical & digital). This warning will be recorded in the volunteer's file.
3. Volunteers will be given a set time period during which they should improve their behaviour. This time period will be noted in the written warning.
4. Volunteers may be dismissed if improvements are not made after two (2) warnings. Volunteer supervisors are responsible for determining whether or not improvements made are sufficient.
5. An appointment will be scheduled to inform the volunteer of the decision to dismiss them in person. The volunteer, their supervisor and one other member of Volunteer Toronto staff will be present in this meeting. The volunteer is invited to bring to the meeting another volunteer or any other person for support purposes.
6. The volunteer will be supplied with a confirmation of their dismissal in the form of a Dismissal Letter, signed by their supervisor and the Executive Director in physical and digital formats.
7. Details of the dismissal will be recorded in the volunteer's file, and may impact future opportunities to volunteer with the organization. However, the volunteer may apply for another role at any time.