

NATIONAL VOLUNTEER POLICY

Date of Issue: 21 April 2021
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APPLICATION

1. This Policy applies to all Staff of the Non-Public Funds, Canadian Forces (SNPF, CF), hereinafter referred to as “employees” who are employed in supporting Morale and Welfare activities. This Policy also applies to members of the Canadian Armed Forces (CAF), civilian employees from the Department of National Defence (DND), Military Family Resource Centers, Canadian Military Museums, and the general public involved in the engagement, management and supervision of volunteer resources in any aspect of Non Public Property (NPP) activities and volunteer opportunities representing the Canadian Forces Morale and Welfare Services.

APPROVAL

2. This Policy is issued under the authority of the Chief Executive Officer (CEO), SNPF, CF.

ENQUIRIES

3. Enquiries on the interpretation and application of the Policy are to be directed to the National Community Engagement office at volunteer@cfmws.com.

DEFINITIONS

4. The following is referred to throughout the Policy:
 - a. Volunteer – A volunteer is an individual who gives freely of their time, energy and skills without being paid and/or compensated.
 - b. Manager/Supervisor of Volunteer Opportunity – A Manager/Supervisor of Volunteer Opportunity is an NPF employee, a CAF or DND member, or a volunteer (internal or external to CFMWS) who is in the role of supervisor, person of authority and trust, and is responsible for the volunteer opportunity and volunteer resources.
 - c. Program Manager – A Program Manager is the senior for the division or program that is leading the initiation of a Volunteer Opportunity that has their Chief of the Defence Staff (CDS) Delegation of Authorities for Financial Administration Non-Public Funds (NPP). A Program Manager may also be the Manager/Supervisor of Volunteer Opportunity.

POLICY

5. CFMWS recognizes the value and efforts of volunteers that contribute directly to the philosophy “People First, Mission Always”. The National Volunteer Policy will govern volunteer resources provided to NPP sanctioned activities, programs and services across Canada and OUTCAN.

AUTHORITIES / RESPONSIBILITIES

6. The objective of this Policy is to provide a framework and guidelines for the engagement of national and international volunteer resources in any NPP volunteer capacity within CFMWS.

GENERAL POLICY

7. It is the recommendation of the organization to ensure the completion of the following [documentation](#):
 - a. National Volunteer Intake Form,
 - b. National Volunteer Release of Liability Waiver of Claims and Assumption of Risk,
 - c. National Volunteer Parental/Legal Guardian Consent Form,
 - d. National Volunteer Understanding and Agreement Form,
 - e. National Volunteer Self ID Survey (Volunteer Equity),
 - f. OHS Incident Report Form,
 - g. National Volunteer Quarterly Report Form, and
 - h. Request for Volunteer Resource (RVR).

8. Potential Support for Volunteer Opportunity Reimbursement of expenses is at the discretion of the Program Manager. The following are examples of expenses that may be authorized:
 - a. Off-site/event specific volunteers engaged in excess of four hours and over a specific meal period, may be reimbursed for a meal in the spirit of the National Treasury Board meal rate guidelines. Receipts should be provided for processing such reimbursements,
 - b. Parking and or public transportation may be reimbursed for volunteer assignments in excess of 4 hours. Receipts should be provided for such reimbursements, and
 - c. Reimbursements are to be coded to the Program Manager's budget and approved in accordance with the [Chief of Defence Staff \(CDS\) Delegation of Authorities for Financial Administration of Non-Public Property \(NPP\)](#).

9. Volunteer Insurance

CFMWS Volunteers are not covered under a specific CFMWS Insurance program for Accidental Death & Dismemberment/Injury. In the event that a volunteer is injured while performing their trained and agreed upon volunteer role please complete the following OHS incident report [OHS Incident Reporting for Non-Employees](#).

POLICY FOR NATIONAL VOLUNTEERS

10. The provisions of the National Volunteer Policy are referred to in the [National Volunteer Handbook](#).
11. All volunteers are expected to be aware of as well as comply with the provisions of the [National Volunteer Handbook](#) and procedures related to the volunteer role/volunteer opportunity.

RESPONSIBILITIES

12. The CEO has the overall responsibility to foster a positive and inclusive culture for national and international volunteer resources.
13. Division Heads are expected to lead by example and are accountable for ensuring managers put the Policy into business lines and that sufficient steps are taken to ensure adherence to the Policy is both encouraged and enforced at all levels.
14. Managers are responsible for implementing the Policy and putting the national volunteer governance structure into daily functions, (as it applies). They are accountable to ensure compliance with the Policy elements. Managers are expected to exemplify the values of CFMWS while upholding the vision of national volunteer resources.
15. Employees are expected to abide by the Policy as it applies.
16. Associate Vice President Support Our Troops Operations is responsible for providing information and guidance in support of the Policy for the National Community Engagement Office.
17. National Community Engagement Office is responsible for providing information, advice and guidance on the Policy, and ensuring quality assurance and compliance with the engagement of volunteer resources through the national intake and documentation process of volunteer resources.
18. National Community Engagement Manager is responsible for providing information, advice and guidance to the Policy to all employees at all levels, as well as monitor and report on the effectiveness of the CFMWS National Volunteer Policy.

REFERENCES

19. The following legislation is relevant to the content of this Policy:
 - a. [Canadian Code for Volunteer Involvement](#),
 - b. [National Occupational Standards for Managers of Volunteer Resources](#),
 - c. [Canada Labour Code Part 2](#), and
 - d. [Canadian Human Rights Act](#).

DOCUMENTS

20. The [documents](#) listed below are part of the present Policy:
 - a. National Volunteer Intake Form,
 - b. National Volunteer Release of Liability, Waiver of Claims and Assumption of Risk,
 - c. National Volunteer Parent/Legal Guardian Consent Form,
 - d. National Volunteer Understanding and Agreement Form,
 - e. National Volunteer Self-ID Survey (Volunteer Equity),
 - f. OHS Incident Report Form,
 - g. National Volunteer Quarterly Report Form,
 - h. Request for Volunteer Resource (RVR), and
 - j. National Volunteer Handbook.