



POLICY: VOLUNTEER SCREENING PROCESS

The Share the Road Cycling Coalition (STR) recognizes the important role that volunteers play in supporting our mission and objectives. STR also recognizes the responsibility of the Board of Directors and management to deliver high-quality and safe programs and experiences while reducing the risks for everyone involved.

Screening practices ensure that the right match is made between the work being done and the person who will do it. Screening serves to maintain a safe work environment for volunteers and staff and reflects our commitment to meaningful engagement. As outlined by Volunteer Canada, screening is a 10-step process:

1. Assessment
2. Position Assignment & Description
3. Recruitment
4. Application
5. Interview
6. References
7. Police Checks
8. Orientation and Training
9. Support and Supervision
10. Follow-up and Feedback

The 10 Step Process at STR

Assessment

The first step to volunteer screening is assessment, whereby the organization determines what type of volunteer activities will help meet the organization's mission and objectives. This step also helps to determine the skills and abilities required to carry out the volunteer work. Potential risks associated with the volunteer opportunity can be assessed at this stage by identifying:

- Who is the participant or participant group?
- What is the nature of the activity?
- What is the setting?
- What is the level of supervision?

As outlined by Public Safety Canada in their *Best Practice Guidelines for Screening Volunteers*, positions can be grouped according to the level of risk to which participants can be exposed:

- Low risk: minimal or no contact with vulnerable persons
- Medium risk: supervised contact with vulnerable persons
- High risk: unsupervised contact with vulnerable persons

Position Assignment & Description

The volunteer opportunity description creates the basis for volunteer recruitment and clearly outlines the responsibilities, expectations, time commitments, location(s), skills and abilities required to perform the volunteer tasks. Volunteer opportunity descriptions can be used to advertise the volunteer opportunity and must be shared with all potential volunteers for that role. The description will include an overview of STR and the screening practices we have in place. Volunteers will also be informed that we are a remote-organization and that supervision will primarily be provided by STR by phone/email in the lead up to, and following, our events.

Recruitment

STR's recruitment practices will be fair, consistent, transparent and appropriate for the position or assignment. Recruitment efforts will be lead by the STR Program Manager or Coordinator in charge of the program/event for which volunteers are required. The STR Program Manager/Coordinator has the authorization to make final volunteer-selection decisions. STR will ensure that adequate time is provided to candidates to read through the volunteer opportunity description and prepare their application to participate.

Application

A standard application form has been developed that will be used for volunteer positions at STR events. Program managers can add additional questions at their discretion that are directly related to the requirements of the position, while adhering to the privacy principles. Permission to obtain a Police Check will be sought on the application (if required). The reasons for asking for references and the conditions for a police records check should be noted on the form. The application form will be made available online as a Google Form and as a downloadable Word document on the www.sharetheroad.ca website.

Interview

An interview provides an opportunity to talk with candidates about their skills, interests, qualifications and personal goals to determine whether there is a match. A standard set of questions has been developed for use by STR staff when recruiting volunteers. Additional questions may be added if they are directly related to the requirements of the position and in line with the privacy principles.

Interviews will be conducted for volunteers who have no previous background with the STR event they are volunteering for, or if the position is high risk. Candidate responses will be recorded and stored in line with the privacy principles.

References

References will be sought for volunteers who have no previous background with STR or if the volunteer position is high risk.

Police Checks

Depending on the legal requirements and level of risk of the volunteer position, a Police Check may be requested to assess the suitability of an applicant. STR will request Police Checks for all volunteers deemed to be working in high-risk positions (ex. with youth). Prior to requesting a Police Check, the Executive Director and Board of Directors will determine that it is a bona fide requirement of the position.

When a Police Check is deemed necessary, the results must be obtained before the assignment begins. Individuals who present proof that they have requested a Police Check may participate in orientation and training sessions prior to receiving the results.

Orientation & Training

Orientation and training can be done in groups/individually to provide information to all volunteers about how to successfully carry out their position and to assess the suitability of the match. Orientation & training sessions will be mandatory for Ontario Bike Summit and Greg's Ride volunteers and will be conducted by STR staff and/or members of the Board of Directors. Volunteers will be provided with:

- The organization's history, mission and vision
- Specific tasks and logistics related to the position
- Hands on experience executing their role (where applicable)
- Volunteer schedule and location details

Two orientation & training sessions will be held for volunteers prior to each event to help accommodate volunteer schedules. Sessions will be held in person (when applicable) with a teleconference option.

Support and Supervision

Ongoing support and supervision are an essential part of ensuring that the match between volunteers and assignments continues to be mutually beneficial. In alignment with the standard of care expected of STR, adequate support for volunteers will be provided by:

- Identifying the STR representative supervising each volunteer and providing all parties with up to date contact information (phone number and email address),

- Providing volunteers with a secondary STR contact in case the primary contact is not available/responsive,
- Ensuring that STR representatives have adequate time set aside to maintain two-way communications with volunteers for questions and feedback.

Follow-Up and Feedback

A clear follow-up system is an important part of maintaining volunteers and ensuring that the needs and expectations of all parties are addressed. All volunteers will be invited to provide post-event feedback using STR's Volunteer Feedback Form. Volunteers will also have two STR contacts to ensure that all incidents are reported to the Board of Directors in a timely manner.

Privacy Principles

Good privacy practices are a key part of governance, accountability and risk management and will be applied to the volunteer screening process. STR will actively manage the life cycle of personal information collected from volunteers, including collection, storage and destruction of that information.

STR will adhere to the "fair information principles":

1. **Accountability** – STR is responsible for personal information under our control and will designate an individual(s) who is accountable for the organization's compliance with these principles.
2. **Identifying Purpose** – The purpose for which the information is collected shall be identified prior to collecting the information.
3. **Consent** – knowledge and consent are required for the collection, use or disclosure of personal information.
4. **Limiting Collection** – Collection of personal information will be limited to what is necessary for the purposes of the volunteer position.
5. **Limited Use, Disclosure and Retention** – Personal information shall not be used or disclosed for purposes other than those for which it was collected and will be retained only as long as necessary.
6. **Accuracy** – Personal information shall be accurate, complete and up to date as necessary
7. **Safeguards** – Personal information shall be protected by security safeguards appropriate to the sensitivity of the information.
8. **Openness** – STR will make information about policies and practices related to the management of personal information readily available.
9. **Individual Access** – Upon request, individuals shall be informed of the existence, use and disclosure of their personal information. Individuals can also challenge the accuracy and completeness of this information.
10. **Challenging Compliance** – An individual shall be able to address a challenge concerning compliance with the above principles to the designated individual(s) accountable for STR's compliance.

To ensure compliance with the above principles, STR shall:

- Only require individuals to provide information that should reasonably be collected to assess their suitability for a specific role. Should the nature of the individual's role change over the course of their volunteer period, STR will collect additional information as required.
- Program Managers and Coordinators are empowered to conduct volunteer recruitment related to the projects they are responsible for. Personal information will be stored by individual Program Managers and Coordinators and with The DLD Group.
- STR staff will inform individuals about what personal information will be collected from them and what we will do with that information. This can be shared with volunteers orally during an interview, on the application form or in writing as part of recruitment.
- Personal information collected from individuals shall not be shared between STR staff members (excluding the Executive Director) without prior notification of the individual.
- Personal information collected from individuals shall not be stored on Google Drive, or other cloud-based services unless the individual completed an application form using Google Forms themselves. No personal information from individuals submitting applications by email will be uploaded to Google Drive, or other cloud-based services.
- Personal information from applicants will be destroyed once a volunteer terminates their role with STR. Computer files containing personal information from applicants will be deleted and any paper files (ex. resumes) will be shredded. Individual Program Managers and Coordinators are responsible for ensuring that files stored by The DLD Group are also destroyed.
- The Executive Director is responsible for ensuring that staff are familiar with the Volunteer Screening Process and that the process is observed throughout the organization.

APPENDIX A: VOLUNTEER APPLICATION TEMPLATE

Background: Share the Road

The Share the Road Cycling Coalition is a provincial cycling advocacy organization working to build a bicycle-friendly Ontario. We work in partnership with municipal, provincial and federal governments, the business community, road safety organizations and other non-profits to:

- Enhance access for bicyclists on roads and trails
- Improve safety for all bicyclists
- Educate citizens on the value and important of safe bicycling for healthy lifestyles and healthy communities.

Since our launch in 2008, Share the Road has worked to unite Ontarians in support of cycling, build capacity among active transportation stakeholders and act as a effective partner, strong ally and political force.

As part of our work, we coordinate programs, events and advocacy efforts across the province, including the (NAME OF EVENT). INSERT SHORT DESCRIPTION OF EVENT.

Description: Volunteer Position

As a Share the Road volunteer for (NAME OF EVENT), you will be asked to:

- Be available on DATE OF EVENT at LOCATION OF EVENT
- Description of key tasks
- Outline of event participant group (adults, youth, etc).

We are looking for volunteers with the following skills and interests:

- Key skills needed (communication, organization, word processing)
- Any items they will need access to (car, computer)
- Comfortable working in EVENT CONDITIONS (outside, inclement weather, early in the morning, driving at night, etc).
- Commitment to promoting cycling and interest in working with a variety of partners

Your Application

As part of this application process, you will be asked to:

- Submit this application form to (STAFF NAME AND CONTACT) by email or by using our Google Form by APPLICATION DEADLINE
- Participate in a short interview
- Receive orientation and training, if selected to volunteer

- To provide feedback on your volunteer experience
- Provide a Police Check (REMOVE IF NOT APPLICABLE)
- Provide a list of two References to be contacted by STR staff (REMOVE IF NOT APPLICABLE)

1. *Contact Information:*

Applicant Name
Applicant Phone
Applicant Email
City/Town of residence

2. *Skills and Qualifications:*

What interests you about this volunteer opportunity:

Please provide information on your background relevant to this volunteer position:

3. *Availability:*

(STR staff to insert specific availability details for the event)

4. *Further engagement:*

Are you interested in volunteering to support Share the Road's other events and programs?