

Volunteer-Renter Policy

PAPERHOUSE STUDIO
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p1.0 The Volunteer-Renter Program

1.1 Overall Policy on Utilization of Volunteers-Renters

The achievement of the goals of Paperhouse Studio is best served by the active participation of citizens of the community. In keeping with our 'accessible and diverse' mandate, Paperhouse Studio accepts and encourages the involvement of volunteer-renters at all levels and within all appropriate programs and activities. Paperhouse Studio will ensure to provide recruitment of volunteer-renters, particularly those from the communities we serve are met. Additionally Paperhouse Studio promises to provide the creation of meaningful and productive roles in which volunteer-renters might serve.

1.2 Purpose of Volunteer-Renter Policies

The purpose of these policies is to provide overall guidance and direction to staff and volunteer-renters engaged in volunteer-renter involvement and management efforts. These policies are intended for internal management guidance only, and do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Paperhouse Studio reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Co-Owners (Emily Cook and Flora Shum), and must be obtained in advance and in writing. The Co-Owners shall also determine areas not specifically covered by these policies.

1.3 Scope of Volunteer-Renter Policies

Unless specifically stated, these policies apply to all elected volunteer-renters in all programs and projects undertaken on or on behalf of Paperhouse Studio.

1.4 Volunteer-Renter Management

The Co-Owners of Paperhouse Studio, shall bear primary responsibility for recruiting suitable volunteer-renters, for effective volunteer-renter training, orientation and supervision, in identifying productive and creative volunteer-renter roles, and for tracking and evaluating to the studio.

1.5 Definition of 'Volunteer-Renter'

A 'Volunteer-Renter' is anyone who performs tasks at the direction of and on behalf of the studio, in exchange for studio rent. A 'volunteer-renter' must be officially accepted and enrolled by Paperhouse Studio prior to performance of the tasks. Unless specifically stated, volunteer-renters shall not be considered as 'employees' of the studio.

1.6 Special Case Volunteers

Paperhouse Studio also accepts as volunteers those participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. In each of these

cases, however, a special agreement must be in effect with the organization, school, or program from whom the special case volunteer-renters originate and must identify responsibility and care of the volunteers.

1.7 Family members, Clients and Relatives as Volunteers

Family members of Paperhouse Studio are allowed to volunteer with the agency. When family members are enrolled as volunteers, they will not be placed under the direct supervision or within the same department as employees and volunteer-renters. Paperhouse Studio's clients may be accepted as volunteers, where such service does not constitute an obstruction to or conflict with provision of services to the client or to others. Relatives of clients may also serve as volunteers, but will not be placed in a position of direct service or relationship to members of their family who are receiving services.

1.8 Service at the Discretion of Paperhouse Studio

Paperhouse Studio accepts the service of all volunteer-renters with the understanding that such service is at the sole discretion of the studio. Volunteer-renters agree that the studio may at any time, for whatever reason, decide to terminate the volunteer-renter's relationship with the studio.

The volunteer-renter may at any time, for whatever reason, decide to sever their relationship with the studio. Notice of such a decision should be communicated two weeks prior to the date of termination to the Co-Owners.

1.9 Volunteer-Renter Rights and Responsibilities

Volunteer-renters are viewed as a valuable resource to Paperhouse Studio, its staff, and its clients. Volunteer-renters shall be extended the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for work done.

In return, volunteer-renters shall agree to actively perform their duties to the best of their abilities and to remain loyal to the goals, policies and procedures of the studio.

1.10 Scope of Volunteer-Renter Involvement

Volunteer-renters may be utilized in all programs and activities of the agency, and serve at all levels of skill and decision-making. Volunteer-renters should not, however, be utilized to displace any paid employees from their positions.

2.0 Workplace Values

Paperhouse Studio places importance on our most valuable resources – our employees, contracted staff, renters and volunteers. Every person shall be accorded fair and equitable treatment at all times.

2.1 Team Work and Empowerment

We work together in a spirit of collaboration. We support each other, foster mutual respect, and challenge each other in our efforts towards common goals. We develop staff capabilities and enable them to participate in the decision-making process that effects the continuous improvement of Paperhouse Studio's programs and services. Paperhouse Studio strives to establish a positive space that encourages self-development, self-directed learning and support to ensure that job performance and contribution are at their very best and in line with organizational goals.

2.2 Meeting Commitments

Paperhouse Studio will follow through on our spoken, written and implicit agreements to each other, as well as those outside of the organization.

2.3 Harassment-free workplace

Paperhouse Studio is committed to providing a climate of understanding and mutual respect in which all persons are treated equally and with dignity. Paperhouse Studio stands by an anti-oppressive framework.

2.4 Anti-Oppression Framework

Paperhouse Studio is committed to creating and sustaining a work environment that celebrates diversity and appreciates the dignity and worth of each person. We are an organization where the words and actions of people must not exclude, limit or degrade on the basis of race, colour, sexual orientation, gender, class, religion, citizenship, size, HIV status, family status and physical or mental challenges. No such harassment or discrimination will be tolerated.

2.5 Respect for each person's uniqueness

Paperhouse Studio recognizes the uniqueness and importance of every individual and emphasizes that every person must be respected without any prejudice to his or her language, culture or religion. An important objective of Paperhouse Studio is to promote the richness of the language and culture of the communities we support.

2.6 Consideration of individual needs

Paperhouse Studio recognizes each employee and volunteer's unique needs. We respect that each employee and volunteer has a life outside of the workplace and we will create and manage our policies to promote a balance between the needs of the employees, volunteers, volunteer-renters, renters, members and the needs of Paperhouse Studio as a whole.

2.7 Harassment / Discrimination

Paperhouse Studio is committed to providing a climate of understanding and mutual respect in which all persons are treated equally and with dignity. Harassment or discrimination on the basis of the grounds set out in the Ontario Human Rights Code is an unacceptable form of behaviour that Paperhouse Studio will not tolerate or condone. This policy is in place to ensure that employees work in an environment free from any form of harassment and discrimination, sexual or otherwise, from an employer, or another employee, contract staff, renter and/or volunteer in accordance with the Ontario Human Rights Code. It is also in place to provide employees, renters, volunteer-renters and/or volunteers with an impartial and efficient complaints procedure, and to ensure that all complaints are dealt with confidentially and objectively and the rights of all parties are respected.

This policy is not meant to inhibit relationships based on mutual consent or normal social contract, nor is the policy meant to inhibit the normal course of performance management or progressive discipline.

a. Personal harassment/discrimination is defined as a course of vexatious comment or conduct that is known or ought reasonably to be known to be unwelcome, which creates an intimidating, hostile or offensive environment, and interferes with a staff member's ability to carry out his/her responsibilities. Examples of personal harassment may include but are not limited to:

- Comments about a person or group's moral or intellectual inferiority
- Insulting, criticizing or demeaning remarks about a person or group of people
- Displaying of materials or graffiti that are racist, ethnic or religious in a degrading or derogatory manner.

b. Sexual harassment/discrimination is a course of conduct, comment or gesture or contact of a sexual nature which might be perceived as placing a sexual condition on employment, promotion, work assignment or compensation or which is likely to cause offence or humiliation to an employee and/or volunteer. Examples of sexual harassment may include, but are not limited to:

- Unwelcome sexual flirtation, advances, propositions or gestures
- Displaying pornographic or otherwise offensive or derogatory pictures
- Unnecessary physical contact, such as touching, patting, pinching or embracing
- Leering, suggestive looks or other gestures
- A reprisal or threat of reprisal for rejection of a sexual solicitation

c. Filing a Complaint

A victim of alleged harassment/discrimination can file a complaint. Complaints can also be made by a group of people who may have been subjected to the same offensive treatment, by co-workers who witnessed the incidents, or by someone on whom there is a direct and personal impact as a result of harassment/discrimination involving others.

An employee and/or volunteer may choose to deal with a complaint or concern under this policy in the following ways:

- i. Deal directly with the harasser. **An employee and/or volunteer can make it known to the harasser that the behavior is offensive and specifically request that the behaviour stop immediately. In some cases the harasser may not realize that the behaviour is unwelcome and will stop.**
- ii. **Make a verbal complaint to the Co-Owner(s).** The Co-Owner(s) and the employee, volunteer-renter, renter and/or volunteer will discuss the issue and determine whether the situation requires further investigation or if further action is required.
- iii. File a formal Complaint. **If informal attempts at resolving the problem are not successful, a formal complaint and investigation may be required.**
 1. An employee, renter and/or volunteer can either call a meeting with the Co-Owner(s). The person(s) with the complaint will be asked to be given a brief account of the offensive incident(s), when the behaviour occurred, the person(s) involved and the name(s) of the witnesses, if any. They will also be asked to include the remedy sought, notes of the meeting will take place and a formal signed document produced.
 2. The Co-Owner(s) will conduct confidential interviews with relevant parties to obtain information and clarify details of the reported incident(s). All persons named in the complaint have a right to reply to the allegations against them and the right to be accompanied by a representative of their choice in the interviews. All parties will have an opportunity to identify witnesses or others to be interviewed and all parties have a right to be represented.
 3. Providing the complaint has not been withdrawn at this point, the Co-Owner(s) will document the results and conclusions of the investigation after the interviews. A summary report, including recommended action will then be forwarded to the Co-Owner(s) for review.
 4. If the results of an investigation do not support the allegations of harassment/discrimination, no further action will be taken and the file will be closed.
 5. If the results of the investigation support a specific harassment/discrimination complaint, the following recommendations may be made: education and training, continuous monitoring, or disciplinary action, which may vary from verbal counseling, written reprimand, suspension or termination.

3.0 Volunteer-Renter Management Procedures

3.1 Maintenance of Records

A system of records (the log book) will be maintained on each volunteer-renter with Paperhouse Studio, including dates of service, time logged for service, time exchanged for studio rent, materials sheet, positions held and projects worked on. Volunteers shall be responsible for submitting all log book records and information to the Co-Owner(s) in a timely and accurate fashion.

Volunteer-renter personnel records shall be accorded the same confidentiality as staff personnel records.

3.2 Conflict of Interest

No person who has a conflict of interest with any activity or program of Paperhouse Studio, whether personal, philosophical, or financial shall be accepted or serve as a volunteer-renter with the studio.

3.3 Representation of Paperhouse Studio

Volunteer-renters are not to take part in any action or make any statement that might significantly affect or obligate the studio. These actions may include, but are not limited to, public statements to the press, coalition or lobbying efforts with other organizations, or any agreements involving contractual or other financial obligations. Volunteer-renters are authorized to act as representatives of the studio as **specifically indicated within their job descriptions** and **only** to the extent of such written specifications.

3.4 Confidentiality

Volunteers-renters are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer-renter, whether this information involves a single staff, volunteer-renter, renter, volunteer, client, or other person or involves overall studio business.

Failure to maintain confidentiality may result in termination of the volunteer-renter's relationship with the studio or other corrective action.

3.5 Worksite

An appropriate worksite shall be established prior to the enrollment of any volunteer-renter as necessary. This worksite shall include necessary facilities, equipment, and space to enable volunteer-renters to effectively and comfortably perform their duties.

3.6 Dress Code

As representatives of the studio, volunteer-renters, like staff, are responsible for presenting a good image to clients and to the community. Volunteer-renters shall dress appropriately for the conditions and performance of their duties. These items are forbidden as proper attire in the studio: any open toe or exposed footwear, mid-riffs tops, heels, long loose clothing and dangling jewelry. Long hair must be tied back when operating machinery.

3.7 Health and Safety Code

Paperhouse Studio is a non-toxic shared studio space; all volunteers, staff, volunteer-renters, renters and members will follow a strict health and safety code that ensures sensitivity, respect and consideration for all. The studio will provide any necessary personal protective equipment when the tasks assigned to volunteer-renters call for it. Any other materials that volunteer-renters use in their own studio practice automatically makes them responsible for acquiring their own personal protective equipment. All foreign materials that volunteer-renters wish to bring in must be justified, researched, the

MSDS sheets supplied if attainable and forwarded to and approved by the Co-Owners prior.

3.8 Subsidized Meal Claims

Where a volunteer-renter is required to work greater than 12 hours in any one day, they can request that Paperhouse Studio subsidize the cost of meals, up to a maximum of \$10/day.

3.8 Emergency Situations

In emergency situations, when a staff and/or supervisor are not available, volunteer-renters can make decisions, and act on them as they relate to the emergency situation. Actions undertaken in the absence of a supervisor must be reported to the supervisor as soon as possible.

4.0 Volunteer-Renter Recruitment and Selection

4.1 Position Descriptions

Volunteer-renter staff, just as paid staff, requires a clear, complete, and current description of the duties and responsibilities of the position that they are expected to fill. Prior to any volunteer assignment or recruitment effort, a position description must be developed for each volunteer-renter position. This position description will be given to each accepted volunteer and utilized in subsequent management and evaluation efforts. Position descriptions should be reviewed and updated at least every two years, or whenever the work involved in the position changes substantially.

All position descriptions shall include a description of the purpose and duties of the position, a designated supervisor and worksite, a timeframe for the performance of the job, a listing of job qualifications, and a plan for feedback and evaluation.

4.2 Recruitment

Paperhouse Studio shall recruit volunteer-renters on a pro-active basis, with the intent of broadening and expanding the volunteer-renter involvement of the community. Volunteer-renters shall be recruited without regard to gender, handicap, age, race or other condition. The sole qualification for volunteer-renter recruitment shall be suitability to perform a task on behalf of the studio. Volunteer-renters may be recruited through either an interest in specific functions or through a general interest in volunteering for rent, which will later be matched with a specific function. No final acceptance of a volunteer-renter shall take place without a specific written volunteer-renter position description for that volunteer-renter.

4.3 Recruitment of Minors

“Minors” are volunteer-renters who have not reached their age of majority prior to volunteering. The volunteer services assigned to a minor should be performed in a non-

hazardous environment and should comply with all appropriate requirements of child labor laws.

4.4 Interviewing

Prior to being assigned or appointed to a position, all volunteer-renters will be interviewed to ascertain their suitability for and interest in that position. The interview should determine the qualifications of the volunteer-renter, their commitment to fulfill the requirements of the position, and should answer any questions that the volunteer-renter might have about the position. Interviews may be conducted either in person or by other means.

4.5 Placement with At Risk Clients

Where volunteer-renters are to be placed in direct contact with at risk clients, additional screening procedures may be instituted. These procedures may include reference checks, direct background investigation, criminal investigation, etc. Volunteer-renters who refuse permission for conduct of these checks will not be accepted for placement with clients.

4.6 Certificate of Ability

Any potential volunteer-renter who indicates that they are under the care of a physician for either physical or psychological treatment may be asked to present a certificate from the physician as to their ability to satisfactorily and safely perform their volunteer-renter duties. Volunteer-renters under a course of treatment, which might affect their work, will not be accepted without written verification of suitability from their physician.

Any volunteer-renter who, after acceptance and assignment by the studio, enters a course of treatment that might adversely impact upon the performance of their volunteer-renter duties should consult with the Co-Owner(s).

4.7 Placement

In placing a volunteer-renter in a position, attention shall be paid to the interests and capabilities of the volunteer-renter and to the requirements of that position. No placement shall be made unless the requirements of both the volunteer-renter and the supervising staff can be met: no volunteer-renter should be assigned to a 'make-work' position and no position should be given to an unqualified or uninterested volunteer.

4.8 Staff Involvement

Staff who will be working with the volunteer-renter should participate in the interview process for volunteer-renter. Final assignment of a potential volunteer-renter should not take place without review and approval of appropriate staff with whom the volunteer-renter will be working.

4.9 Acceptances and Appointment

Service as a volunteer-renter with the studio shall begin with an official notice of acceptance or appointment to a volunteer-renter position. A Co-Owner may only give notice. No volunteer-renter shall begin performance of any position until they have been officially accepted for that position and have completed all necessary screening and paperwork. At the time of final acceptance, each volunteer-renter shall complete all necessary enrollment paperwork and shall receive a copy of their job description.

4.10 Probationary Period

All volunteer-renter placements shall initially be done on a trial period of 90 days. At the end of this period a check-in meeting between the volunteer-renter and the Co-Owner(s) will take place, at which point either the volunteer-renter or Co-Owner(s) may request a re-assignment of the volunteer-renter to a different position or may determine the unsuitability of the volunteer-renter for a position within the studio.

After this period, assessment of full rental benefits will also be addressed.

4.11 Re-Assignment

Volunteer-renters who are at any time re-assigned to a new position shall be interviewed for that position and shall receive all appropriate orientation and training for that position before they begin work. In addition, any screening procedures appropriate for that specific position must be completed, even if the volunteer-renter has already been working with the studio.

4.12 Professional Services

Volunteer-renters shall not perform professional services for which certification or licensing is required unless currently certified or licensed to do so. The Co-Owners should maintain a copy of such certificate or license.

4.13 Length of Service

All volunteer-renter positions shall have a set term of duration, which shall not be longer than one-year, with an option for renewal at the discretion of both parties. All volunteer assignments shall end at the conclusion of their set term, without expectation or requirement of re-assignment of that position to the incumbent.

Volunteer-renters are neither expected nor required to accept further service in a position at the end of their set term, although they are welcome to do so in most cases, but may instead seek a different volunteer-renter assignment within the studio, or may retire from volunteer-renter service.

4.14 Leave of Absence

At the discretion of the supervisor, leaves of absence may be granted to volunteer-renters. This leave of absence will not alter or extend the previously agreed upon ending date of the volunteer-renter's term of service.

Volunteer-Renter Training and Development

5.1 Orientation

All volunteer-renters will receive a general orientation on the nature and purpose of the studio, an orientation on the nature and operation of the program or activity for which they are recruited, and a specific orientation on the purposes and requirements of the position, which they are accepting in that effort. Additionally they will become familiar with the mission, vision and values that guide the code of ethics and behaviour of all members of Paperhouse Studio.

5.2 On-the-Job Training

Volunteer-renters will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer-renter assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the position and the capabilities of the volunteer-renter. Should issues, questions or concerns arise volunteer-renters are expected to address those concerns with the Co-Owner(s).

5.3 Staff Involvement in Orientation and Training

Either and/or both Co-Owner(s) is primarily responsible for the design and delivery of both orientation and on-the-job training of volunteer-renters.

5.4 Volunteer-renters Involvement in Orientation and Training

Experienced volunteer-renters should be included in the design and delivery of volunteer-renter orientation and training.

5.5 Continuing Education

Just as staff, volunteer-renters should attempt to improve their levels of skill during their terms of service. Additional training and educational opportunities when possible will be made available to volunteer-renters during their connection with the studio. This continuing education may include additional information on performance of their current volunteer-renter assignment as well as more general information, and might be provided either by the studio or by assisting the volunteer-renter to participate in educational programs provided by other groups and/or by the studio.

5.6 Conference Attendance

Volunteer-renters are able to attend conferences and meetings, which are relevant to their volunteer-renter assignments, including both those of the studio and of other organizations. Prior approval from the volunteer-renter's supervisor should be obtained before attending any conference or meeting if attendance will interfere with the volunteer-renter's work schedule or if reimbursement of expenses is sought.

6.0 Volunteer-renter Supervision and Evaluation

6.1 Requirement of a Supervisor

Each volunteer-renter who is accepted to a position with the studio may have a clearly identified supervisor, a Co-Owner, who is responsible for direct management of that volunteer-renter. This supervisor shall be responsible for day-to-day management and guidance of the work of the volunteer-renter, and shall be available to the volunteer-renter for consultation and assistance.

6.2 Volunteer-renters as Volunteer-renter Supervisors

A volunteer-renter may act as a supervisor of other volunteer-renter, provided that the supervising volunteer-renter is under the direct supervision of a Director.

6.3 Volunteer-renter/Staff Relationships

Volunteer-renters and staff are considered to be partners in implementing the mission and programs of the studio, with each having an equal but complementary role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

6.4 Staff Involvement in Volunteer Evaluation

Affected staff should be involved in all evaluation and work assignments of volunteer-renters with whom they are connected.

6.5 Lines of Communication

Volunteer-renters are entitled to all necessary information pertinent to the performance of their work assignments.

Accordingly, volunteer-renters should be included in and have access to all appropriate memos, materials, and meetings relevant to the work assignments. To facilitate the receipt of this information on a timely basis, volunteers should be included on all distribution schedules and should be assigned a site or mailbox for receipt on information distributed in their absence. Primary responsibility for ensuring that the volunteer receives such information will rest with the direct supervisor of the volunteer/ Directors.

It would be expected that the direct supervisor of the volunteer-renter, Co-Owners and volunteers would exchange information pertinent to a volunteer's duties or role. Lines of communication should operate in both directions, and should exist both formally and informally.

Volunteer-renters should be consulted regarding all decisions, which would substantially affect the performance of their duties.

6.9 Absenteeism

Volunteer-renters are expected to perform their duties on a regular scheduled and timely basis. If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance (a minimum of 1 day prior) as possible so that alternative arrangements may be made. Continual absenteeism will result in a review of the volunteer-renter's work assignment or term of service.

6.10 Substitution

Volunteer-renters may be encouraged to find a substitute for any upcoming absences, which might be filled by another volunteer-renter. Such substitution should only be taken following consultation with a supervisor and care should be taken to find a substitute who is qualified for the position. Substitutes may only be recruited from those who are currently enrolled as volunteer-renters with the studio.

6.11 Standards of Performance

Standards of performance shall be established for each volunteer-renter position. These standards should list the work to be done in that position, measurable indicators of whether the work was accomplished, and appropriate timelines for accomplishment of the work. Creation of these standards will be a joint function of the Directors and the volunteer assigned to the position, and a copy of the standards should be provided to the volunteer along with a copy of their job description at the beginning of their assignment.

Additionally, Volunteers will be encouraged to create a learning plan. This plan can identify learning goals, outline the volunteer's expectations of the placement, or can outline skills that the individual can utilize within their position. The plan recognizes that both the agency and volunteers benefit from the partnership.

6.12 Evaluations

Volunteer-renters shall receive periodic evaluations to review their work. The evaluation session is utilized to review the performance of the volunteer-renter, to suggest any changes in work style, to seek suggestions from the volunteer-renter on means of enhancing the volunteer-renter's relationship with the studio, to convey appreciation to the volunteer-renter, and to ascertain the continued interest of the volunteer-renter in serving in that position. Evaluations should include both an examination of the volunteer-renter's performance of position responsibilities and a discussion of any suggestions that the volunteer-renter may have concerning the position or project with which they are connected.

The evaluation session is an opportunity for both the volunteer-renter and the studio to examine and improve their relationship. Evaluations and learning plans should be reviewed at least once a year.

6.13 Written Basis for Evaluation

The position description and standards of performance for a volunteer-renter position should form the basis of an evaluation. A written record should be kept of each evaluation session.

6.14 Staff Responsibility for Evaluation

It shall be the responsibility of each staff person in a supervisory relationship with a volunteer-renter to schedule and perform periodic evaluation and to maintain records of the evaluation.

6.15 Corrective Action

In appropriate situations, corrective action may be taken following an evaluation. Examples of corrective action include the requirement of additional training, re-assignment of a volunteer to a new position, suspension of the volunteer, or dismissal from volunteer service.

Should the Volunteer-renter Supervisor/ Co-Owners be unable to resolve any issues brought forth by volunteer-renters, all volunteer-renters can utilize the formal complaint process in place. Likewise, volunteers-renters may be subjected to the progressive discipline approach the studio utilizes for its staff.

6.16 Dismissal of a Volunteer-renter

Volunteer-renters who do not adhere to the rules and procedures of the studio or who fail to satisfactorily perform their volunteer-renter assignment are subject to dismissal. No volunteer-renter will be terminated until the volunteer-renter has had an opportunity to discuss the reasons for possible dismissal with supervisory staff and/or Directors.

6.17 Reasons for Dismissal

Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, being under the influence of alcohol or drugs, theft of property or misuse of studio equipment or materials, abuse or mistreatment of clients or co-workers, failure to abide by studio policies and procedures, failure to maintain participants confidentiality, being in a position or part taking in activities outside the studio that create a conflict of interest with the studio policies and procedures, mission vision or value.

6.18 Concerns and Grievances

Decisions involving corrective action of a volunteer-renter may be reviewed for appropriateness. If corrective action is taken, the affected volunteer-renter shall be informed of the procedures for expressing their concern or grievance.

6.19 Notice of Departure or Re-Assignment of a Volunteer-renter

In the event that a volunteer-renter departs the studio, whether voluntarily or involuntarily, or is re-assigned to a new position, it shall be the responsibility of the Volunteer-renter Supervisor to inform those affected staff and clients that the volunteer-renter is no longer assigned to work with them. In cases of dismissal for cause, this notification should be given in writing and should clearly indicate that any further contact with the volunteer-renter is outside any scope of relationship with the studio.

6.20 Resignation

Volunteer-renters may resign from their volunteer service with the studio at any time. It is requested that volunteer-renters who intend to resign provide advance notice (minimum 2 weeks) of their departure and a reason for their decision.

6.21 Exit Interviews

Exit interviews, where possible, should be conducted with volunteer-renters who are leaving their positions. The interview should ascertain why the volunteer-renter is leaving the position, suggestions the volunteer-renter may have to improving the position, and the possibility of involving the volunteer-renter in some other capacity with the studio.

7.0 Volunteer-renter Support and Recognition

7.1 Reimbursement of Expenses

Volunteer-renters are [may be] eligible for reimbursement of reasonable expenses incurred while undertaking business for the studio. The Volunteer-renter Supervisor and/or Co-Owners shall distribute information to all volunteers regarding specific reimbursable items. Prior approval must be sought for any major expenditure.

7.2 Access to Studio Property and Materials

As appropriate, volunteer-renters shall have access to studio property and materials necessary to fulfill their duties, and shall receive training in the operation of any equipment. Past the 3-month probation or as determined by Paperhouse Studio, volunteers are given 24 hours access to the studio and renter's rules and regulations will apply (please refer to Renter's Rules and Regulations policy). Property and materials shall be utilized only when directly required for studio or personal renting purposes.

7.3 Insurance

Liability insurance is included and covered by Paperhouse Studio. Accident insurance [is not] provided for all volunteer-renters engaged in studio business. [Volunteer-renters are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.] Specific information regarding such insurance is available from the Co-Owners.

7.4 Recognition

An annual volunteer-renter recognition event will be conducted to highlight and reward the contribution of volunteer-renters to the studio. Volunteer-renters will be consulted and involved in order to develop an appropriate format for the event.

7.5 Informal Recognition

All staff and volunteer-renters responsible for volunteer-renter supervision are encouraged to undertake on-going methods of recognition of volunteer-renter service on a regular basis throughout the year. These methods of informal recognition should range from simple “Thank You’s” to a concerted effort to include volunteer-renters as full participants in program decision-making and implementation.

7.6 Volunteer Career Paths

Volunteer-renters are encouraged to grow and develop their skills while serving with the studio, and are to be assisted through promotion to new volunteer-renter jobs to assume additional and greater responsibilities. If so desired by the volunteer-renter, the studio should assist the volunteer-renter in maintaining appropriate records of volunteer-renter experience that would assist them in future career opportunities, both paid and volunteer.