

Administration	Tenant & Housing Services	Board Approved Date:	June 5/26
Policy	Volunteer Policy	Revision Date:	
Policy No.	20-132	Internally Approved Date:	
References	<ul style="list-style-type: none"> • Volunteer Job Descriptions • Volunteer Standard Operation Procedure • Volunteer Handbook • DRNPHC Vulnerable Sector Check/Police Check Letter • Volunteer Program Manual 		
Forms	<ul style="list-style-type: none"> • Volunteer Acknowledgement • Volunteer Application • Volunteer Waiver • Volunteer Feedback Survey • Volunteer Interview Questions • Volunteer Interview Scoring Rubric • Volunteer Termination Form 		

1. POLICY STATEMENT

The Durham Region Non-Profit Housing Corporation (DRNPHC) is committed to strengthening tenant well-being, community belonging, and organizational capacity through a structured, well-governed Volunteer Program.

Volunteers enhance services and community life but do not replace employees, perform regulated duties, or assume corporate decision-making authority. All volunteer engagement will be mission-aligned, risk-informed, and compliant with applicable legislation, including:

- Ontario Human Rights Code
- Occupational Health and Safety Act
- Workplace Safety and Insurance Act
- Criminal Records Act

2. PURPOSE

The Volunteer Program exists to:

- Strengthen tenant engagement and belonging
- Enhance satisfaction with housing and community life
- Support sustainable community initiatives
- Extend organizational capacity in low-risk, non-operational areas
- Reduce negative tenant interactions and complaints through positive engagement

The program is designed to engage both DRNPHC tenants and members of the broader community as volunteers in a structured and supportive environment

3. SCOPE

This policy applies to all DRNPHC volunteers, staff supervising volunteers, and Board members providing oversight.

The program operates as a structured, supervised initiative led by the Tenant & Housing Services department specifically managed by the Tenant Engagement & Volunteer Specialist (TEVS).

4. DEFINITIONS

DRNPHC – Durham Region Non-Profit Housing Corporation TEVS – Tenant Engagement & Volunteer Specialist

THS – Tenant & Housing Services

On-Call – An after-business hours person in charge of DRNPHC emergencies HR – Human Resources

5. PROCEDURES

5.1 PROGRAM PRINCIPLES

The Volunteer Program is:

- Mission-Aligned – Supports affordable housing stability and dignity
- People-Centered – Respects tenants, volunteers, and staff
- Capacity-Focused – Enhances but does not replace staff roles
- Risk-Informed – Designed with clear boundaries and safeguards

5.2 ROLES & STRUCTURE

- a. CEO – Provides executive oversight and risk management for the successful operation of the program.
- b. Board – Provides approval for the Volunteer Policy, Volunteer Program and reviews periodic updates for strategic alignment with the Corporation's articles and objects.
- c. Director Tenant & Housing Services – Provides strategic input and direction to the program.
- d. Manager Tenant & Housing Services – Ensures the program meets the operational need and that the Tenant & Engagement Volunteer Specialist is managing the day-to-day operations of the program correctly. Deploying corrective actions when required.
- e. Tenant Engagement & Volunteer Specialist – Oversees the day-to-day operation of the program to ensure it meets its goals and objectives; supervises volunteers to ensure their involvement is appropriate, safe, and aligned with program standards; manages program risks appropriately; and oversees volunteer performance management, including the authority to address performance concerns and discontinue volunteer involvement when necessary.

- a. Head Volunteers – Provides peer coordination only (no authority) for the volunteers assigned to them, helps organize, guide, and coordinate volunteers, but does not act as a manager or employer. They do not have formal authority to hire, discipline, evaluate performance, or make employment-related decisions.
- b. Property & Place Based Support Volunteers – supports tenant engagement initiatives that promote community pride, collaboration among tenants and stewardship of the shared spaces within the housing complexes.
- c. Tenant & Community Support Volunteers - supports tenant engagement initiatives that promote belonging, stability, and housing satisfaction.
- d. Tenant Association, Governance & Advisory Volunteers - supports tenant engagement initiatives that support good governance while ensuring tenant voices are represented in decisions that affect building life and community engagement.
- e. Property Managers – Oversee the day-to-day management and maintenance of housing properties to ensure safe, clean, and well-functioning living environments for tenants. Responsibilities include supervising superintendents, coordinating repairs and maintenance, addressing tenant concerns, ensuring compliance with housing policies and regulations, supporting tenant well-being, and working collaboratively with staff and community partners to maintain quality housing services.
- f. Superintendents – Responsible for the daily upkeep, cleanliness, and basic maintenance of housing properties to ensure a safe and welcoming environment for tenants. Duties include conducting routine inspections, responding to maintenance requests, monitoring building safety and security, unlocking and locking community room doors for approved programs and events, supporting contractors and service providers on-site, and assisting tenants with property-related concerns while working collaboratively with property management staff.
- g. On-call Person – Provides after-hours emergency response support to help ensure tenant safety and property security. Responsibilities include responding to urgent tenant and property-related emergencies, assessing situations and taking appropriate action, contacting contractors or service providers to address emergency repairs, documenting incidents, and communicating with Superintendents, Property Management, Director or CEO as required.
- h. Decisions Committee - - Reviews and evaluates proposed tenant events and activities to determine their suitability, financial feasibility, and overall value in promoting positive tenant engagement and enjoyment. The committee works collaboratively to ensure events align with program goals, budget considerations, and tenant interests. Membership includes the THS Manager and the Tenant Engagement & Volunteer Specialist

5.3 PROCEDURES

(I) Areas of volunteer support:

- a) Tenant & Community Support Volunteers will support the following areas:
 - Choose Head Volunteers from this group (non-managerial coordination)
 - Assist/develop Community Events / BBQs
 - Assist/develop Social & Recreational Programming
- b) Governance & Advisory Volunteers will support the following areas:
 - Assist/develop Tenant Association / Advisory Members
- c) Property & Place-Based Support Volunteers will support the following areas:
 - Assist/develop Beautification Days
 - Assist/develop Community Clean-Ups
 - Assist/develop Garden Club / Community Gardens

(II) Role Limitations of Volunteers

Volunteers WILL NOT:

- Collect rent
- Conduct enforcement activities
- Perform clinical or social work functions
- Undertake regulated trades
- Access tenant files
- Use their personal automobile for tenant transportation

(III) Recruitment & Selection

Recruitment aligns with organizational capacity.

Recruitment Methods

- DRNPHC website and online application portal
- Site posters, community posters and newsletters
- Information sessions open to tenants and greater community

Selection Criteria

- Values alignment
- Reliability
- Respect for professional boundaries
- Communication skills

DRNPHC reserves discretion to decline or discontinue volunteer engagement.

(IV) Screening of volunteers:

All volunteers must complete:

- Application
- Interview
- Two references
- Government-issued ID verification
- Vulnerable Sector Check
- Police checks must be renewed every three (3) years.
- Additional requirements where applicable:
 - Parental consent (under 18)
 - Valid driver's license and proof of insurance (if driving)

(V) Orientation & Training

All volunteers must complete:

- 1–2 hour Orientation
- Role-specific training
- Code of Conduct review
- Health & Safety training
- Incident reporting procedures
- Signed Volunteer Agreement
- Training completion is documented in the volunteer file.

(VI) Supervision & Support

Volunteers are supervised by the TEVS and must follow staff direction at all times.

The TEVS will provide all volunteers:

- Clear task instructions
- Ongoing check-ins
- Performance feedback
- Access to support

(VII) Privacy & Confidentiality

Volunteers are expected to observe or perform the following:

- Do not access tenant files
- Must sign a confidentiality agreement
- Must not disclose tenant information externally
- Must immediately report any privacy breach

(VIII) Code of Conduct and Professional Conduct

Volunteers are required to:

- Treat tenants with dignity and respect
- Follow anti-harassment and anti-discrimination policies
- Maintain professional boundaries
- Avoid gifts, loans, or financial transactions with tenants
- Avoid entering tenant units unless authorized
- Wear ID when required
- DRNPHC will dismiss volunteers for policy breaches as appropriate

(IX) Health, Safety and Risk Management

Volunteers must comply with all health and safety procedures.

They are required to report:

- Injuries
- Hazards
- Near misses
- Property damage

All accidents require completion of a DRNPHC Accident Form within 24 hours. Serious injuries require emergency services and notification of an on-call person.

(X) Financial and Insurance Controls

- Volunteers do not handle cash unless formally authorized
- Volunteers will have no access to sensitive tenant data
- Approved volunteer activities are covered under corporate liability insurance
- Volunteers using personal vehicles must maintain valid license and insurance

(XI) Incident and Complaint Reporting

Volunteers will immediately report:

- Injuries
- Complaints
- Harassment allegations
- Safety concerns

Managers will ensure:

- Medical attention if required
- Completion of reports
- CEO notification
- Communication of hazard

(XII) Record Keeping

Volunteer HR files will include:

- Application
- Screening documentation
- Training records
- Signed agreements
- Incident reports
- Records are stored securely and confidentially.

(XIII) Recognition and Retention

DRNPHC will support volunteer retention through:

- Recognition certificates
- Highlighting success stories
- Tracking volunteer hours
- Feedback opportunities
- Thank-you events

(XV) Evaluation and Performance Measurement



ADMINISTRATIVE POLICIES - PEOPLE

Both the TEVS and the volunteers will develop and monitor metrics to evaluate individual and program performance.

End.