
Re: Volunteer Charter for South Dundas - Del Jones

1 message

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To: john.gleed@gmail.com

Sun, Sep 23, 2018 at 9:02 PM

 **Volunteer Charter for South Dundas**

1. There is an important requirement for proactive support to volunteers from the Municipality - both from the Mayor, Deputy Mayor and elected Council Members – AND from Municipal Management and Staff. 10
2. There is a requirement for a formal process to consider and approve Volunteer Projects along with other Council business at regularly scheduled meetings. This will legitimize and better recognize Volunteer Activities as an important part of Community business. 10
3. Municipal Government should provide proactive encouragement, help and support through all phases of approved volunteer projects, including prompt acknowledgement and replies for volunteer queries and requests for help. 10
4. The new Council should designate, appoint and announce Volunteer Ambassadors (Council & Municipal Management) to represent the interests of community volunteers. 10
5. A Volunteer News and Information section should be added to the Municipal website. 10
6. The Municipality will explore direct municipal funding of Third Party Liability Insurance for "Normal" low risk approved volunteer projects in order to drastically reduce the need for volunteer groups doing it themselves directly – with a simple, easy and quick approval process. This will address a major volunteer headache and discouragement issue. 10

7. In Council's consideration of Volunteer Proposals looking for approval, Council will make every effort to give a prompt and clear directive to next steps required and who is responsible and when.

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Other Comments?

A Volunteer Charter for South Dundas is an excellent idea and could be expanded to include all communication between staff, members of the council, and the public. In my view, the Charter should clearly state expected customer service levels and communication standards. Staff should be encouraged to strive to understand the needs of volunteers and work to break down barriers. It is possible for staff to protect municipal assets while ensuring that volunteers are well supported in their efforts. One final thought is that some sort of annual survey system should be implemented to measure the improvement in service levels.

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