**Professional Engineers Ontario**

**Hamilton-Burlington Chapter**

**Governance: By-law and Policies**

**December 2016**

Approved by the Board on December 19, 2016

**Welcome**

*A warm welcome to our Chapter!*

***Chapter Mission***

*We will enthusiastically provide leadership, experience, skills and time in a co-operative and open-minded manner to achieve success in realizing current and future Chapter goals that benefit our members and our community.*

*PEO’s Core Values of Accountability, Respect, Integrity, Professionalism, and Teamwork will be basic to all Chapter endeavours and opportunities.*

*We invite and encourage you to:*

*– keep in touch and check the web site regularly*

*– participate as you are able and when you can.*

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**1. Professional Engineers Ontario (PEO)**

Professional Engineers Ontario, or PEO, is the regulatory body that licenses professional engineers in Ontario. PEO sets standards for and regulates the practice of professional engineering in the province.

Under the Professional Engineers Act, PEO has the mandate to serve and protect the public interest where the practice of engineering is concerned. PEO enforces compliance with the Act so that only those with a licence may practice engineering or advertise their engineering services. The association also disciplines engineers and companies that fail to maintain the profession’s standards.

We do not have an office as we are a local organization made up of volunteers to run events for the registered Engineering Interns (EIT) and Professional Engineers (P. Eng.) of the Hamilton-Burlington area. Some things we do include networking, social events, technical tours, sessions with speakers, and new P. Eng. certificate presentation ceremonies.

In order to become an EIT, go to http://peo.on.ca/ and submit an application. If you’re within 6 months of graduation the application fee is waived. Full details are there. Once you’re an EIT in the area, you’ll start getting our emails about events and can always check in at our website at http://hamilton.peo.on.ca/

Professional Engineers Ontario fulfills the same role the College of Physicians and Surgeons does for physicians and the Law Society of Upper Canada for lawyers.

**PEO’s Core Values**

PEO’s core values are intended to inform the behaviour of its members, staff, and volunteer leaders in their everyday activities and interactions.

**Accountability**

PEO protects the public interest by being accountable to the public, such that PEO staff and volunteers accept responsibility for their actions and decisions, and deliver what they promise to deliver, and PEO as an organization honours its legislated and financial obligations. Staff and volunteer performance will be appraised based on meeting objectives within desired timeframes.

**Respect**

PEO demonstrates respect for its staff, volunteers, applicants, licence holders, and external stakeholders through fair practices and timely, informative communications. In turn, PEO expects that its regulatory obligations and activities in serving and protecting the public interest are respected by its stakeholders.

**Integrity**

PEO demonstrates alignment between the Professional Engineers Act and its processes and practices, including consistency of its policies and their application to maintain integrity of the licence, and will adhere firmly and impartially to its legislated requirements in pursuit of regulatory excellence.

**Professionalism**

PEO operates in a professional manner with its applicants, licence holders and external stakeholders, by demonstrating competence, impartiality and reliability.

**Teamwork**

PEO achieves its goals through effective teamwork and collaborative partnerships both within the organization, between its staff and volunteers, and with other bodies involved in the practice of professional engineering.

**The Purposes of PEO Chapters**

PEO chapters perform a wide variety of functions including organizing licence certificate ceremonies, hosting technical seminars and social events; providing a forum for members to exchange knowledge and ideas; and offering professional networking opportunities.

**PEO chapters aim to:**

a) facilitate participation and training of licence holders in the governance, succession planning for PEO leadership, and statutory duties of the profession;

b) work to identify the value of the profession to future licence holders;

c) promote and enhance understanding within society of the self-regulated engineering profession and the importance of licensure; and

d) actively participate in PEO’s policy development.

PEO chapters also engage the youth in discovering the joys of math, science and engineering through education outreach programs and local events throughout the year, including those associated with National Engineering Month.

PEO licence holders and EITs are encouraged to take advantage of the numerous opportunities provided by their local chapter by attending events or even volunteering.

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**Policy 5 – Volunteer Guidelines (Part B – for Board reference & use)**

**Board Use**

**Guidelines & Suggestions for**

**Volunteer Participation**

Professional Engineers Ontario

Hamilton-Burlington Chapter  **February 2016**

*"The biggest benefit I get is the satisfaction*

*of incorporating service into our lives and*

*making a difference in our community and country.” RZ*

**Board Use   
Guidelines & Suggestions for Volunteer**

**Participation**

The Chapter benefits from the help of volunteers, but recruiting and retaining new volunteers is easier said than done. The Essential Components are:

1. Website

2. Scheduling, Preparation and Communication

3. On-Site Experience and Support

4. Acknowledgement and Follow-Up

**1. Website**

A website that is user-friendly and communicates clearly is essential to recruiting volunteers. From the second someone lands on our site, it should be very easy for them to access information about volunteering, especially if that is why they are on the site to begin with.

Having a dedicated volunteer page is a great start, but a simple sign-up form isn’t enough. Some things you should think of including are:

• The impact volunteers have on your organization

• Detailed descriptions of multiple, individual volunteer opportunities

Example: <https://www.apega.ca/Members/Volunteers/descriptions.html>

• Contact information available to the Board member(s) responsible for volunteer coordination

• Photos/videos of past and current volunteers

• Testimonials from past and current volunteers

• Volunteer guidelines – available, and current

• Downloadable volunteer release form available as required

Having all of this information available upfront will increase your credibility in the eyes of the prospective volunteer, and prevent you from having to provide information via email or phone once they make contact.

When you’re ready to create the contact/sign-up form, here is some information you think about asking for:

• Name/contact info

• Reason for seeking volunteer work

• Physical limitations

• Education/special training

• Paid work experience

• Volunteer experience

• Personal interests/hobbies

• Date/time available to volunteer

Having this information will help you assign tasks that fit their skill-set. When a volunteer is enthusiastic about what they are doing, they are more likely to persist in supporting your organization.

The web site should incorporate links, photos and information relevant to volunteers and members.

**2. Scheduling, Preparation and Communication**

Once a volunteer has been recruited, over-communication is almost impossible. Make sure they know where to be, what they need to bring, and what they can expect in their role(s).

If you haven’t already shared your volunteer guidelines, now is the time to do it. Consider sharing a schedule of their assigned responsibilities and a detailed task list.

The worst thing that can happen is for a volunteer to show up to the wrong place and the wrong time, or not know what to do once they get there.

**3. Experience**

Giving your volunteer a world-class experience while volunteering at an event or activity is the most crucial component.

*An example of a volunteer successful experience (for another organization):*

*Out of all of my personal volunteer experiences, theirs was the most top-notch. Here’s a quick recap of how they handled our group:*

*1. We had clear instructions and expectations prior to arriving at their facility.*

*2. When we walked in the door, we were greeted by a smiling member of the leadership team who introduced herself, shook all of our hands, and led us into a conference room.*

*3. Here, we were greeted by the volunteer coordinator, who showed us a short film about the organization (which communicated the need and impact of their volunteers).*

*4. We were given detailed instructions on what would happen over the next four hours.*

*5. We were led to their food distribution center, where a foreman trained us on what we would be doing. We were then cut loose to work, sorting donations and weeding out expired or damaged food items.*

*6. Halfway through the shift, we were given a 15 minute break in their office kitchen (coffee provided).*

*7. Back to work for the rest of the shift. An employee floated around taking photos of all of the volunteers.*

*8. At the end of the shift, we were debriefed in the conference room, thanked, and sent on our way.*

*The entire process was so diligently organized to the point where no one ever felt like they had nothing to do or weren’t sure what to do next. It was more professional than most corporate job interviews I have had!*

*The main point here is that you shouldn’t act flippant or willy-nilly with on-site volunteers. Treat them the same as you would a new employee on their first day, a board member or a major donor who is visiting the office. Their impressions of the experience will go a long way in future volunteerism, financial support and your word of mouth reputation.*

**4. Acknowledgement and Follow-Up**

Keep in close contact with volunteers long after the event/activity is over. Be sure to thank volunteers within 24 hours if possible. If it’s their first time, pick up the phone and call or text. Consider posting a group picture on the Facebook page to publicly acknowledge the support.

Gathering feedback is also important. Consider sending a questionnaire or web form that asks the volunteer(s) what they thought of the experience, what they liked and didn’t like, and how you can improve future visits.

An example: <https://www.apega.ca/Members/Volunteers/recognition.html>

The volunteer program should be taken as one of the most important things the Board does,

Make volunteering an experience that will not be forgotten.

**Some Best Practices for Volunteer Participation**

**Laying the Foundation**

1. Valuing the role of volunteers

2. Defining rules and expectations

3. Developing volunteer management skills

Developing the jobs and getting the right people

4. Reducing client and group risk

5. Creating clear assignments

6. Reaching beyond the circle

Creating an environment where volunteers feel they belong and want to stay

7. Orienting and training volunteers

8. Providing supervision

9. Making volunteers feel they belong

10. Recognizing volunteer contributions

**Adopt a volunteer statement** (to be written) that acknowledges the valuable role of volunteers.

You can include a volunteer statement as part of your group's mission statement or you might want to write a stand-alone statement that will be the mission statement for your volunteer program.

If you make it a stand-alone statement, make sure it is consistent with your mission statement (if your group has one).

Here are some other points and phrases that you might consider including in your volunteer statement:

• Our group encourages the involvement of volunteers at all levels of the group and in appropriate programs and activities.

• We can best achieve our mission and goals through the active participation of volunteers from the community we serve.

• Volunteers contribute their unique talents, skills, and knowledge of our community.

• Volunteers are an integral part of our team.

• Volunteers help us: extend the reach of our programs; be more cost effective; increase our knowledge and skill base; effect change; communicate to the public and clients.

• The participation of volunteers enriches and enhances our programs and activities

**Recruitment and selection** *(suggested considerations)*

Relationships between volunteers and the team/management

Relationships between volunteers and the client group

Training and development

Working conditions

Support and supervision

Involvement in organisational structures

Do you have job descriptions for your volunteers?

How do you tell potential volunteers what you'd like them to do, what qualifications they need, how many hours you want them to work, or what they will get in return? A good job description can do all of these things.

Volunteers deserve a job title and a clear job description. After all, the word "volunteer" reflects what they get paid, not what they do. Tell the volunteers the purpose of their job and how it will help your group achieve its goals. Think about what motivates volunteers to get involved and about what tasks need doing in your group. Combine these needs as you design new jobs.

If you have clear job assignments, it will be easier to recruit volunteers. Job descriptions also help you identify the level of risk involved in each job and what you should do about it.

**Screening** is a process performed by an organization to ensure that the right match is made between the work to be done and the person who will do it. Screening serves to create and maintain a safe work environment. It is an ongoing process designed to identify any person– whether paid or unpaid, volunteer or staff – who may potentially cause harm to children, youth or other vulnerable persons.

**“Risk management”** means asking, “What could go wrong and what do we do to avoid it?”

Risk management involves identifying the risk of loss or injury to a participant during the delivery of services. It is important to think about the vulnerability of the participant to whom the services are delivered. Accept the fact that participants can be harmed while receiving services from your organization.

Once the risk has been identified, reasonable measures must be taken to prevent, minimize or eliminate that risk. Screening of volunteers is one such reasonable measure

Do your volunteers know what's going on? If someone asked your volunteers about your group's goals and its programs, would they know how to answer?

All volunteers should get information on the history, mission, and structure of your organization. It will help them raise your group's profile when people ask about their volunteer work. More importantly, the volunteers will know where they fit in and how they are contributing to your group.

Volunteers also need training and information related to their assignments. For example, new board members might need copies of past minutes or training on reading financial statements. A coach may require training on teaching ball handling skills to kids. A new event coordinator will need information on past events. All of these volunteers should get the same orientation to your group, but different training. Providing ongoing training to your volunteers will help keep them interested in their work.

**A policy should have some of these functions:**

**1. Risk management** (what steps should be taken to protect the group, its clients, and its volunteers?);

**2. Statements of belief and values** (what are the group's positions? what is its philosophy about volunteers? what is its general approach to its business?);

**3. Rules** (what should happen in particular situations? what are the minimum standards to be followed?);

**4. Program improvement** (what steps should be followed to gather feedback on the program? what process will be followed to review program policies?)

**What are policies and procedures?**

**Policy statements** define "what" the group believes is important or "what" should be done**. Procedures** outline "how" the policy will be put into practice. The procedure should specify who is responsible for the actions that must be carried out.

A ***volunteer policy*** states your position and/or your belief about something. It gives direction and guidelines for making decisions. Policies tell people what to do. For example, a policy on volunteer expenses clearly states under what circumstances volunteers will be eligible to make a claim.

A ***volunteer procedure*** describes the steps and sequence of activities that support a policy. Procedures tell people how to do it. For example, an expenses procedure will tell volunteers how to apply for expenses and how much they can claim.

**Sample #1**

Policy:

An evaluation of the volunteer program will occur every year.

Procedures:

1. The coordinator of volunteers will circulate a volunteer feedback form to all volunteers annually.

2. The data will be reviewed and discussed with the volunteer management committee at its June meeting.

3. New goals will be set for the program based on the feedback.

**Sample #2**

Policy:

A written job description will be provided for every volunteer position.

Procedures:

1. A binder with all current volunteer job descriptions will be made available at the front desk.

2. Each job description will include the job title; link to mission; description of duties; required skills; time required; training information; and benefits.

**3. References & Links**

<https://forum.peo.on.ca/cgi-bin/yabb2/YaBB.pl>

<https://www.apega.ca/Members/Volunteers/become.html>

<http://www.minnesotanonprofits.org/nonprofit-resources/management-hr/volunteer-management/volunteer-handbook>

<https://volunteer.ca/content/best-practice-guidelines-screening-volunteers-finding-right-match>

<http://www.omafra.gov.on.ca/english/rural/facts/08-063.htm>

<http://www.volunteeryukon.ca/uploads/general/Best_Practices_Volunteer_Management.pdf>

<http://thephoenixrisingschool.org/wordpress/volunteer-guidelines-and-expectations/>

<http://www.spca.bc.ca/assets/documents/about/volunteer/bc-spca-volunteer-orientation.pdf>

<http://knowhownonprofit.org/people/volunteers/keeping/policy>

<https://cssd.ab.ca/files/parent_resources/Volunteer_Guidelines_Expectations.pdf>

<http://www.nonprofithub.org/volunteer-recruiting/4-part-anatomy-ideal-nonprofit-volunteer-experience/>