

Volunteer Disciplinary Action Directive

Rationale

SAMU expects a high level of performance, professionalism, and accountability from all volunteers. Volunteer Discipline exists to address volunteer performance issues and prevent future instances.

Definitions

Disciplinary Actions are a set of progressive steps of increasing consequence in response to performance issues of varying degrees of issue (or repetition of severity).

A **Face to Face Meeting** with the Volunteer Coordinator and the immediate assistant and/or manager to discuss the undesirable behavior and required behavioral corrections.

Harassment, including sexual harassment, is a form of discrimination. It involves any unwanted physical or verbal behaviour that offends or humiliates. Generally, **harassment** is a behaviour that persists over time.

Immediate Supervisor is the manager or supervisor of the assistant overseeing the volunteer.

Suspension of Volunteer is the dismissal of a volunteer or ending of a volunteer contract for the rest of the school year

Termination of Volunteer is the dismissal of a volunteer permanently from the SAMU volunteer program.

Term Suspension of Volunteer is the dismissal of a volunteer for the rest of the current term, allowing them to re-apply the next term.

A **Warning** is a verbal or electronic communication by the Volunteer Coordinator or assistant to a volunteer identifying undesirable behavior and desired behavioural corrections.

Regulations

- 1** The Volunteer Coordinator initiates and participates in disciplinary action.
 - 1.1** Immediate supervisor conducts disciplinary action in instances where suspension or termination is warranted.
- 2** The Volunteer Coordinator will retain a record of instances of disciplinary action for future reference for a period of at least three years.
 - 2.1** This record includes all the items listed in the Volunteer Disciplinary Action Checklist.
- 3** Disciplinary actions are taken depending on the severity and frequency of performance issues observed or reported.
- 4** Disciplinary action is explicitly communicated to the volunteer.



5 Volunteers will be given an opportunity to explain their actions.

6 Appendix A provides examples and guidelines for supervisors but is not to be considered exhaustive.

7 The Volunteer Manager can manage at their discretion.



Appendix A: Sample Infraction Guidelines

Example Infraction	First Offense	Second Offense	Third Offense
Absenteeism	Email or verbal warning.	Face to face meeting with Volunteer Coordinator and/or immediate supervisor	Face to face meeting with Volunteer Coordinator and/or immediate supervisor to determine involvement
Not performing to job standards	Email or verbal warning.	Face to face meeting with Volunteer Coordinator and/or immediate supervisor	Term Suspension of Volunteer
Tardiness	Email or verbal warning.	Email verbal warning from Volunteer Coordinator	Face to face meeting with Volunteer Coordinator and/or immediate supervisor to determine involvement
Refusal to acknowledge disciplinary action	Face to face meeting with Volunteer Coordinator and/or immediate supervisor	Term Suspension of Volunteer	Suspension of Volunteer
Unauthorized release of confidential information	Suspension of Volunteer	Termination of Volunteer	
Vandalism	Suspension of Volunteer	Termination of Volunteer	N/A
Working under the influence of illegal drugs or alcohol	Suspension of Volunteer	Termination of Volunteer	N/A
Harassment	Suspension of Volunteer	Termination of Volunteer	N/A
Theft	Termination of Volunteer	N/A	N/A
Fraud	Termination of Volunteer	N/A	N/A
Physical Violence	Termination of Volunteer		



Fact Sheet

Approvals:

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Source and Updates:

February 12, 2024: *Volunteer Disciplinary Action* Directive approved by Directives Group motion 2024-02-12-15. Source material taken from *Volunteer Disciplinary Action* Procedure.

Related Documents and Forms:

Volunteer Disciplinary Action Checklist