
Attendance policy for volunteers

Purpose

The Midland Cultural Centre (“MCC”) recognizes and appreciates the valuable contribution of volunteers in the delivery of service to our patrons. Part of that contribution includes attending scheduled shifts on a regular and consistent basis.

This policy aims to encourage a positive approach to attendance with particular emphasis on support, and free communication between volunteers and the House Manager on duty and/or the Operations Coordinator. It also aims to ensure that volunteers are treated in a fairly and consistently, so that the MCC can effectively run events and the facilities.

Policy

This policy applies to volunteers and is intended to provide guidelines for supervisors and volunteers to ensure that all parties understand their responsibilities, and that there is a consistent application of MCC’s attendance standards.

It should be noted that excessive absenteeism and/or poor attendance and punctuality will be addressed as this can have a negative impact on other volunteers and staff, and the MCC’s ability to deliver services.

Definitions

Absenteeism

Absent from scheduled shift or duties.

Attendance

Reporting for shift or duties as scheduled and agreed.

Punctuality

Being on time for shifts or meetings or the completion of a required task.

Responsibilities

Executive Director

- model leadership that influences organizational culture and promotes a safe and healthy environment that is conducive to regular attendance and volunteer well-being
- promote the Absence Management Policy and support supervisors in the implementation of the policy and guidelines.

Operations Coordinator & House Managers

- responsible for ensuring a safe and collaborative environment.
- maintain open dialogue with the volunteers to be aware of changes in a volunteer's behaviour and productivity
- report all absences in a timely manner using the appropriate reporting procedures
- maintain contact with the volunteer during their absence;
- review attendance reports, monitor attendance patterns and where appropriate address attendance concerns in a timely and supportive manner

Volunteers

- report to scheduled shift or duties on a consistent, and timely basis
- report all absences in a timely manner using the appropriate procedures and guidelines (48 hours advanced notice required to Operations Coordinator)
- provide advance notice to the Operations Coordinator, for periods of leave, so that the MCC can plan appropriate for volunteer coverage

Questions

If a volunteer is unsure how to handle a situation, they should speak to the House Manager on duty, the Operations Coordinator, or the Executive Director for guidance.

Effective Date



October 30, 2024

Review Date

This policy is reviewed annually, by the Executive Director and the Chair of the Human Resources Committee.

Approval

This policy requires approval by the Executive Director and Chair of the Board.

Name and Role	Signature	Date
Dan Broome Executive Director		October 30, 2024
Gordon Hagen Chair, MCC Board of Directors		October 30, 2024