

# Volunteers

## VOLUNTEERING POLICIES & REQUIREMENTS

### Things to consider as a Volunteer/Volunteer Applicant

Volunteer applicants will be asked to come in for a brief interview with our Volunteer Coordinator.

Volunteer interviews act as our way to assess the maturity, capabilities, strengths and weaknesses of the applicant.

Volunteer applicants are to take note that we expect no less than a 3-month commitment. As we have to ensure that our mandate is served today, tomorrow, next week, a month from now, a year from now, etc...

For your first volunteer shift, you are asked to arrive 20 minutes early for proper training.

Volunteers must call in and inform our staff with any scheduling conflicts and tentative absence so that we may adjust or reschedule.

Three consecutive uninformed Volunteer absences are grounds for your immediate termination as a Volunteer.

Volunteers are responsible for keeping track of their volunteer hours.

On site, our phone lines are available for emergency purposes only.

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## VOLUNTEER CODE OF CONDUCT

As a Community Alliance for Support and Empowerment (CASE) volunteer, I realize that I am an “**Ambassador**” for the organization with the fundamental objective of treating the clients of CASE with due dignity and respect. I also agree to adhere to the following “**Code of Conduct**” during my tenure at CASE facility.

1. I will report for my volunteer obligations on time or notify the coordinator or my supervisor as soon as possible if I am going to be absent due to sickness, vacations or personal issues so that a suitable replacement can be found. I also recognize that any successive two (2) missed shifts without any proper notification to the above will result in the termination of my tenure as a volunteer.

2. I will follow all the procedures, regarding hygiene and volunteer protocols as outlined to me during my orientation/training sessions.
3. I will be polite in dealing with clients, clients and co-workers and will refrain from using profane or obscene language.
4. I am not expected to be subjected to any form of abuse from other clients or co-workers and substances on the premises.
5. I will not report to the premises under the influence of ANY drugs or alcohol, NOR will I use such substances on the premises.
6. I will not smoke on the premises, including the front and back entrances of CASE.
7. I will refrain from criticizing the organization in front of the clients and will report any concerns or recommendations that I have to the coordinator or other members of management.
8. I will maintain a work environment free from all forms of discrimination, including sexual harassment.
9. I agree to keep any information regarding clients confidential.

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## **VOLUNTEER POLICY GUIDE**

All volunteers are requested to read and adhere to the following policies and procedures. They have been created to sustain a fair, safe and productive work environment for both the volunteers and the clients.

Volunteers who breach this “Policy Guide” will be asked to attend a review with the Coordinator to address their behavior and the possible consequences, depending on the nature of the violation.

**Theft or breach of confidentiality Will NOT BE TOLERATED.**

### **SECTION 1 – PROTOCOLS**

1.1 Volunteers will register with the Coordinator. Upon registration, volunteers will be asked to:

- Fill out a Registration Form
- Read and sign a Volunteer Agreement
- Attend an interview with the Coordinator

1.2 Volunteers will report for their volunteer obligations on time or notify the Coordinator immediately if they are going to be absent due to sickness, vacation or personal issues so that a suitable replacement can be found.

1.3 Volunteers must be polite in dealing with clients, customers and co-workers and will refrain from using profane or obscene language.

1.4 Volunteers are not expected to be subjected to any form of abuse from either clients or co-workers and will report such occurrences to their supervisor immediately.

1.5 Volunteers will not report to the premises under the influence of drugs or alcohol, nor will they use such substances on the premises.

1.6 CASE is a NON-SMOKING facility.

1.7 Volunteers must not remove any item from the premises without the permission of a staff member.

1.8 Volunteers are advised to leave all valuables at home. CASE is not responsible for any personal property lost, damaged or stolen.

1.9 Volunteers are asked to refrain from using CASE's telephones except in cases of emergency or to arrange transportation. The telephone and computer systems are for business services and the lines must be kept open as much as possible.

## **SECTION 2 – CONFIDENTIALITY**

2.1 Volunteers must keep any information regarding clients **CONFIDENTIAL**.

2.2 Volunteers must not speak to the media on behalf of CASE. Only the Executive Director or his/her designate will handle media inquiries.

2.3 Volunteers will refrain from criticizing the organization in front of the clients and report any concerns or recommendations that they have to the Coordinator or other staff members.

2.4 CASE agrees to respect the privacy of volunteers. Complaints or suggestions presented by the volunteer to a member of the Management Staff will be kept confidential unless the volunteer specifically permits their disclosure.

2.5 The management of CASE will also ensure that the "Volunteer's Evaluation" and "Feedback Forms" are kept confidential.

2.6 Volunteers are encouraged to listen and chat with clients but must refrain from offering counseling

### **SECTION 3 – ORGANIZATIONAL DEVELOPMENT & EFFECTIVENESS**

3.1 The volunteer's supervisor, and/or a knowledgeable volunteer will train the individual for their position.

3.2 Volunteers will receive ongoing training that is deemed necessary or beneficial by Management.

3.3 Volunteers may be asked to attend an annual review to provide CASE feedback regarding their experiences as a volunteer.

3.4 Volunteers are encouraged to work with the Coordinator to develop additional skills or investigate other areas of interest to them within the organization.

3.5 Volunteers will record their hours on the forms posted in their work area. This is required for insurance, public relations, funding and recognition purposes.

### **SECTION 4 -HEALTH & SAFETY IN THE FOOD BANK**

4.1 Volunteers will work in compliance with the provisions of the Ontario Health and Safety Act (OHSA) and the regulations of this organization.

4.2 Volunteers will follow all the procedures, regarding hygiene and Volunteer Protocols as outlined during the "Orientation".

4.3 Long hair must be tied up, and hands must be washed before their shift begins and while handling food.

4.4 Aprons must be worn at all times in the Food Bank area or while serving clients with food items.

4.5 Volunteers will dress neatly and modestly. Walking shorts are allowed during the summer months.

4.6 For safety reasons, open-toed shoes are not to be worn.

4.7 Volunteers must work in a manner that is both safe to themselves and to other workers. Work areas will be kept clean and orderly to protect the health and safety of all.

4.8 Volunteers will report cases of illness, injury or hazardous conditions to their supervisor.

4.9 Volunteers are advised to report to Management and Staff, any contravention of the "OHSA" or the regulations or the existence of any hazard of which he or she knows.

4.10 Volunteers will not use or operate any equipment, machine or device, or work in a manner that may endanger him/herself or any other worker.

4.11 Volunteers will not engage in any park, contest, feat or strength, unnecessary running, or rough and boisterous conduct.

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