

Volunteer Program Manual

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SCCSS promotes the use of volunteers and good volunteer management within SCCSS, and works with the Manager of Community in Action located at the Volunteer Centre to recruit volunteers and with supervisors to orient, train, manage and recognize volunteers to enhance programs.

1. An operating manual for the Volunteer Program will be maintained. It includes the Volunteer Handbook and all relevant forms [registration, Code of Ethics, oath of confidentiality, criminal record check, job description outline, agreement form, annual review and the annual reports presented to the Board.
2. Supervisors in individual programs will recruit their own volunteers, making a request to the Volunteer Centre if necessary.
3. The supervisor will develop a job description for each volunteer position.
4. The supervisor will obtain a Volunteer Folder from the HR department prior to conducting the initial interview with the volunteer. This will help the supervisor gather the necessary paperwork for the volunteer's individual "personnel" file, in compliance with HR B2 Volunteers and Practicum Students. The volunteer will keep the folder for future reference. The volunteer's file will be submitted to the HR department. The supervisor will keep a copy of the registration form which includes emergency contact information.
5. After the volunteer is registered, the supervisor will provide an orientation to the program, and ensure that the volunteer understands the job description.
6. The supervisor will provide an orientation to SCCSS. If necessary the supervisor will request support from the HR department.
7. The supervisor will check in with the volunteer during the first month and thereafter maintain regular contact with the volunteer to ensure that the placement remains satisfactory.
8. The supervisor will conduct an exit interview either in person or on the phone if a volunteer leaves the position.
9. The volunteer will maintain a time sheet and submit to the supervisor each month. This will provide details about the number of volunteer hours worked which will be submitted to the HR department after December 31 each year for inclusion in the HR Report, prepared each January for submission to the Board.
10. The supervisor will submit the results of an annual review to the HR department where the results will be kept in the volunteer's file.
11. The Volunteer Centre is a resource for information about volunteer management, including training; recognition and appreciation; conflict resolution; evaluation and dismissal.

VOLUNTEER REGISTRATION FORM

Date: _____

Name: _____ Birth date (month/day): _____

Mailing address: _____

Phone number: _____ Email: _____

Emergency contact: _____

Training, experience, skills: _____

Other volunteer experience: _____

Physical/medical limits: _____

Areas of interest: _____

Own transportation: Yes No

Male: Female:

Age range (optional): Under 20 20's 30's 40's 50's 60+

Registration check-list

Volunteer Handbook:

Volunteer letter of agreement:

Job description:

Oath of confidentiality, signed:

Code of Ethics:

Criminal Record Check:

Volunteer Time Sheet:

Reference Check:

Orientation to SCCSS and program:

Introduction to Community Services:

Current Annual Report:

Program brochure/information:

VOLUNTEER JOB DESCRIPTION

Date: _____

Position: _____

Program: _____

Name: _____

Purpose: _____

Supervisor: _____

Responsibilities:

Time commitment: _____

Qualifications:

Benefits:

Additional Comments:

CONFIDENTIALITY AGREEMENT

Guiding Principles:

- Confidentiality is important in establishing and maintaining trusting and lasting relationships among: Society clients, their families and legal guardians; potential employees, current employees and their families; volunteers and their families; Board members, Society members, donors and their families; our funders and those who work for them; and other partners in community and those who work for them.
- Confidentiality is the cornerstone to ensuring that privileged information is accessible only to those authorized to have access.
- Confidentiality acknowledges respect for an individual's right to privacy.
- Confidentiality assumes that those who pledge to safeguard confidential information will do so.
- When using open/shared space (staff rooms, hallways, cubicles, or out in the community), privileged information that may be inadvertently shared or overheard is respected and kept confidential.

I, (print name) _____ as an employee, volunteer, or contractor of Sunshine Coast Community Services Society, may be privy to confidential information about: Society clients, their families and legal guardians; potential employees, current employees and their families; volunteers and their families; Board members, Society members, donors and their families; our funders and those who work for them; and other partners in community and those who work for them. Except when required by law, I will keep this information in the strictest confidence.

I will protect personal information with safeguards appropriate to the sensitivity of the information. My safeguards will protect personal information against loss or theft, as well as unauthorized access, disclosure, copying, use or modification, regardless of the format in which the information is held.

I understand that the discussion of personal information without authorized written consent is unethical.

I will abide by this Confidentiality Agreement and understand that any breach will result in disciplinary action up to and including termination of my employment or contract or volunteer position.

Signed:

Date:

CODE OF ETHICS POLICY HR C1

INTENT

These ethical guidelines are a set of standards of conduct which the employees of Sunshine Coast Community Services consider in ethical and professional decision making. The Code of Ethics sets the boundaries for acceptable personal and professional behaviour in the carrying out of their duties. The clients receiving service from the Society can expect its employees will adhere to the Code of Ethics for their designated professional bodies where applicable and that all employees accept the following professional responsibilities.

POLICY

This Code of Ethics will be signed by every employee of the Society.

Code of Ethics

1. We shall maintain the best interests of our clients as the primary professional obligation.
2. We shall put personal safety and freedom from harm first in our decisions regarding what constitute the best interests of our clients.
3. We shall respect the intrinsic worth of all persons we serve in our professional relationships with them.
4. We shall act in ways that acknowledge both diversity and oppression, and promote the reduction of systemic and institutional barriers to the well-being of our clients.
5. We shall conduct our professional duties and obligations with integrity and objectivity.
6. We shall ensure that our professional, personal, and occupational interests do not affect our judgement, our competence or our relationships with those we serve or with whom we do business.
7. We shall protect the confidentiality of all professionally acquired information. We shall disclose such information only when required or allowed by law to do so, or when clients have consented disclosure.
8. We shall promote services, programs, and the agency in ways that are consistent with this Code of Ethics, with agency policy, and with standards of practice outlined by the various accreditation and registration boards that govern our professions.
9. We shall conduct our business activities truthfully, accurately and ethically in compliance with all legal requirements and the policies of the Society.
10. We shall promote excellence and maintain competence in the delivery of services and in our professions.
11. We shall advocate for change in the best interests of our clients and for the overall benefit of society.
12. We shall not accept gifts, money or gratuities related to our work at Community Services with the exception of situations where to do so would be culturally insensitive. Small token gestures of appreciation are acceptable and, when in doubt, we will check with our supervisor for guidance.
13. We shall not engage in personal fundraising or property transactions with our clients.

14. We shall not witness documents for clients.
15. Compliance with the Code of Ethics is a condition of employment. Any breach of the code of conduct will result in disciplinary action or dismissal.

Appeals Procedure

Clients and Families

This system is in place in the form of a Complaints/Conflict Resolution process that allows families/clients to pursue a course of action if they question the ethics involved in decision-making related to the services they receive. Refer to B IS 7 Client Rights.

Employees

This system is in place in the form of a Complaints/Conflict Resolution process that allows employees to pursue a course of action if their ethics are questioned or if they question the ethics of a co-worker. Refer to HR C5 Employee Conduct.

Employee Agreement

I _____, as an employee of Sunshine Coast Community Services, have read and understand the Employee Code of Ethics Policy and will abide by it.

SIGNED: _____

DATE: _____

VOLUNTEERS AND PRACTICUM STUDENTS

HR B2

INTENT

To support Volunteers, Practicum Students and other Students to experience a safe environment which provides a mutually rewarding experience based on consistent policy application and clear expectations.

POLICY

Sunshine Coast Community Services Society encourages and values the contribution made by volunteers and students. The agency encourages and recruits volunteers through service involvement, education programs and institutions, and community enquiries.

PROCEDURE

Each volunteer / student will:

1. Comply with the Society's Code of Ethics.
2. Sign the Confidentiality Agreement.
3. Be interviewed by the appropriate supervisor.
4. Have a confidential volunteer file containing all required information (including a criminal record search and note from guardian and/or educational institution stating permission if the volunteer is under the age of 18).
5. Receive an orientation prior to volunteering or completing work in a program.
6. Receive the Volunteer Handbook outlining rights and responsibilities.
7. Have a job description outlining duties, responsibilities, and supervisor.
8. Sign an agreement with the supervisor or volunteer coordinator.
9. Receive training as appropriate.
10. Not be asked to assume the work responsibilities of a unionized staff member in the event of a strike or at any other time.
11. Have the ability to claim minor expenses as pre-authorized by the appropriate supervisor.
12. Have the opportunity to receive feedback and evaluation regularly.

The supervisor will be guided by HR D4 (Discipline and Termination) and HR C5 (Conflict Resolution) if infractions requiring discipline and/or termination occur.

EFFECTIVE: April 1, 2014	APPROVED BY: Executive Director	
REPLACES: March 1, 2011	MONITORING: Executive Director	FREQUENCY: Annually

EMPLOYEE CONDUCT – CONFLICT OF INTEREST IN EMPLOYMENT SITUATIONS

HR C3

INTENT

To provide employees with guidelines to support them to avoid situations of conflict of interest and possible breach of the Code of Ethics.

POLICY

Staff of Sunshine Coast Community Services Society is expected to avoid situations which could result in a conflict of interest or result in a public perception that a conflict exists, as well as any action that would compromise or undermine the trust which the public, clients and funders place in the organization.

DEFINITION

A conflict of interest is any situation in which an employee, either for himself/herself or some other person(s), attempts to promote a private or personal interest which results in an interference with the objective exercise of the employee's duties in his/her job and/or a gain or an advantage by virtue of the employee's position. Sunshine Coast Community Services Society recognizes the right of staff to be involved in activities as citizens of the community; however staff will keep separate and distinct the role of private citizen from their responsibilities as staff members.

GUIDING PRINCIPLES

The following principles shall guide actions and decisions regarding conflict of interest in employment situations:

1. The employer and employee must act in the best interests of the client.
2. The employee must not participate in decisions from which the employee could benefit personally.
3. The employee must regard benefits accruing to an immediate relative or business partner as if the employee were to benefit.
4. The employee must not refer clients from the employee's job to the employee's private business.
5. The employee must not use paid time or the employer's property without payment for personal benefit or to pursue the employee's private business.
6. The employee must not use the employee's position, or information obtained in the job to provide an unfair advantage in the employee's private business.

PROCEDURE

Employees must declare potential or actual conflict of interest situations or any potential or actual financial transactions with a client to the Executive Director who will document the

discussion, steps taken and decisions. Decisions may be appealed via complaint procedures (reference policy HR C5).

1. Outside Employment

Staff may engage in remunerative self-employment or other employment, or receive remuneration from the public outside their position provided that these activities do not:

1. Interfere with the performance of their duties as an employee.
2. Bring Sunshine Coast Community Services Society into disrepute.
3. Appear to be an official act or to represent the organization's opinion or policy.

2. Gifts

Staff will not accept compensation or rewards from individuals or agencies because of the position they occupy in the organization. Money or other substantial gifts offered should be firmly but kindly refused. If a question arises regarding the appropriateness of a gift it shall be discussed with the supervisor (see also HR C1 Code of Ethics).

3. Personal Affairs of Clients

Employees shall not become involved in the personal affairs of a resident/client relating to legal, financial, or property matters. Exceptions to this policy may be made by the Executive Director or supervisor for employees who are immediate family of residents or clients. Employees or relatives of employees may not: 1) sign "Consent for Treatment" forms on behalf of residents admitted to hospital; 2) witness the signing of wills or other legal documents except as designated by employer's policy; 3) handle or manage a resident/client's monies or assets apart from minimal personal needs funds or belongings.

4. Private/Family Relations

Staff who are direct relatives of or share the same household with clients receiving services at Sunshine Coast Community Services Society may not engage in activities that would have a detrimental effect on the clients and/or business of Sunshine Coast Community Services Society. Friendships outside of work between staff and clients may compromise the impartiality, competency and/or quality of services. In such cases, the staff will be expected to remove themselves from the professional relationship to protect the best interests of the clients and the Society. This restriction may be waived provided that sufficient safeguards are in place to ensure the best interests of clients and/or Sunshine Coast Community Services Society are not compromised.

5. Personal Fund-raising

Any fund-raising activities, unrelated to their employment, conducted by staff will be pre-authorized by the Executive Director or Program Director.

Any breaches of this policy are considered serious and will result in disciplinary action being taken up to and including termination of employment.

EFFECTIVE: April 1, 2014	APPROVED BY: Executive Director	
REPLACES: March 1, 2011	MONITORING: Executive Director	FREQUENCY: Annually

VOLUNTEER LETTER OF AGREEMENT

I, _____, have received an orientation to Sunshine Coast Community Services Society, and to the program or department where I am offering my time as a volunteer.

I have received a job description which I have read and understand, as well as other information necessary to this commitment.

I undertake to fulfill my commitment to the best of my ability, and to speak to the staff person supervising my activities if I have any questions or concerns, or if the volunteer position no longer meets my expectations. I will contact my supervisor, with as much notice as is reasonable and possible, if I am unable to keep my commitment.

Signature

Date

VOLUNTEER ANNUAL REVIEW

Date of Evaluation: _____ Period evaluated: _____

Name: _____

Program: _____ Volunteer Position: _____

Job Description revised? []Yes []No

Are you satisfied with your volunteer position?: _____

Do you get enough support? If not, what would you prefer?

Do you feel you need more training for your volunteer job? If so, what would be most useful for you?

Do you feel you are member of the team?

Volunteer Comments:

Supervisor Comments:

Signatures:

Volunteer _____ Supervisor _____

Date _____ Date _____

VOLUNTEER REQUEST FORM

Sunshine Coast Volunteer Centre

Date: _____

Name of SCCSS Program: _____

Brief Program Description: _____

Volunteer Job Title: _____

Purpose of Volunteer Position: _____

Duties and Responsibilities: _____

Contact Person: _____

Phone: 604 . _____ Fax: _____

Location: _____

Email Address: _____

Number of Volunteers Required: _____ Number of hours per week: _____

Days of the Week Required: _____

Volunteer Job Location:

Training /Qualifications required: _____

Benefits to Volunteer: _____

Please email to nfleschhut@scss.ca , or drop off at Seaside Centre, 5790 Teredo St., Sechelt
VOLUNTEER TIME SHEET

We appreciate the time that our volunteers contribute. The statistics you will help us keep by recording the number of hours you volunteer will give us information that we can use from time to time when looking for funds to support our programs. It will also give us another reason to celebrate your generosity!

Name: _____ Program: _____ Month/Year: _____

Day	Time period	Number of hours volunteered
1		
2		
3		
4		
5		
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