

Volunteer Handbook





WELCOME!

Thank You for choosing to volunteer with Sunset Community Centre!

The goal of our Volunteer Program is to build a diverse and creative volunteer community that provides positive learning opportunities and values the contributions of all individuals.

PURPOSE OF THIS HANDBOOK

This Handbook has been produced to help serve as a guide to your service to Sunset.

We hope this Handbook will allow you to feel comfortable with us; help you understand your importance in being a part of us successfully achieving our mission, as well as our expectations of our volunteers. We depend on you - your success is our success.

We ask that you read this Handbook carefully, and refer to it whenever questions arise.

OUR COMMITMENT TO OUR VOLUNTEERS

- ✓ To provide appropriate orientation, training and support specific to their roles to help volunteers grow in skills and abilities
- ✓ Duty of Care - to provide a safe work space & environment (i.e. review Occupational Health & Safety standards on site), including an environment free of harassment or discrimination
- ✓ To provide consistent/up to date communication about events and organizational happenings (through website updates, emails etc.)
- ✓ To provide feedback, recognition & appreciation for the work of volunteers (through hosting social gatherings for volunteers throughout the year, providing reference letters, ongoing training opportunities, etc.)
- ✓ To provide direct and indirect supervision of volunteers at all times, ensuring accessibility and an open-door policy of all program supervisors to all volunteers reporting to them.

VOLUNTEER GUIDELINES AND EXPECTATIONS

Code of Conduct Key Principles

Integrity: Volunteers must uphold the highest standards of ethical behaviour

Accountability: Volunteers are obligated to answer for a responsibility that has been entrusted to them

Responsibility: Volunteers must act responsibly, within the law, observing the Code of Conduct at all times

Leadership: To promote key principles of the Code of Conduct through decisions, actions and behaviour

Respect: Volunteers must treat each other and others with courtesy and respect at all times



Openness: Communicating appropriate information openly, encouraging participation & feedback

Representing Sunset

As a volunteer with Sunset, you represent our vision & philosophies, your actions are a reflection of such. Have fun while volunteering; get to know your fellow volunteers, staff and public. Engage them in a pleasant and confident manner.

Standard of Appearance

Our volunteers are a reflection of Sunset Community Centre, and as such, we ask that you come appropriately dressed for the activity you will be participating in (i.e. indoor sports, outdoor special events, family oriented). Please dress in a respectful manner. Ensure that you are safe and comfortable and be mindful of your footwear, as much volunteering involves being on your feet. Please ask if you are unsure of what is appropriate for your task.

Reliability and Punctuality

It is crucial to the success of our programs and special events that our volunteers are dependable. Volunteers are expected to show up for their scheduled shifts **on time**.

Volunteers are expected to inform his/her direct supervisor in advance, if they are going to be late or absent for their scheduled shift.

Recording Hours

Each time you volunteer, you should sign in when you arrive, and sign out when you leave. Your supervisor will show you where the time sheets are kept. Time sheets are referred to when writing letters of reference for all volunteers.

Communication & Customer Relations

Many of your volunteer duties will involve communicating with staff, other volunteers and members of the public. We ask that you do so in a conscientious and respectful manner at all times. Attitude and body language are the keys to good communication. Employ these tips for working with people to help you have a positive experience – Smile! Acknowledge people as they approach you, make eye contact and listen with full attention and no distractions, speak clearly using respectful language. Refrain from making negative or derogatory comments. Answer questions as you can, if you are unable or uncomfortable answering a question or addressing a concern, please direct it to your supervisor on site.

Substance Abuse/Smoking

Sunset has a zero tolerance policy for substance abuse, which volunteers are expected to follow, while representing Sunset, in their duties. Volunteers must be drug & alcohol-free and since Sunset is a smoke free site, refrain from smoking onsite or while interacting with the public.

Privacy & Use of Information

As a volunteer, you may be privy to information regarding the City of Vancouver, Sunset, Park Board and/or other parties that are confidential in nature. Such information cannot be shared with anyone who does not have direct association with a particular transaction. If someone outside our organization or outside your department questions you regarding information you



believe to be confidential, politely refer them to your supervisor. No volunteer is permitted to remove or make copies of any records, reports or documents without prior approval. Because of its seriousness, disclosure of confidential information will end your volunteer service with Sunset Community Association.

Use of Cell Phones and Digital Devices

Unless necessary for your volunteer duties or to communicate in an emergency situation, please refrain from using your cell phone/digital device or making personal calls while on shift, it makes you unapproachable to the public and takes away from your responsibilities.

WORKING WITH CHILDREN

There is a wide variety of programs that involve children, and we take the responsibility of working with, and caring for children very seriously. Because of this, every volunteer who works with this age group must undergo an interview, reference checks and a police record search. The purpose of the following information is to help every Sunset volunteer understand how we work with children.

Volunteers Must:

- Treat all children and young people with the respect and dignity befitting their age
- Watch their own language, tone of voice and body language
- Manage children without physical discipline
- Ensure that another adult is informed if a volunteer needs to take a child to the toilet
- Talk to their staff supervisor whenever they have concerns or questions. If they wish to speak to someone other than their supervisor, they are encouraged to share their concerns with the Community Recreation Supervisor, Karen Grant

Volunteers Must Not:

- Invade a child's privacy while washing or toileting
- Play rough, physical or sexually provocative games
- Be sexually suggestive about or to a child or young person, even in fun
- Touch a child inappropriately or obtrusively
- Scapegoat, ridicule or reject a child or young person
- Show favoritism to any one child, young person or group
- Allow a child or young person to involve another adult in excessive attention seeking that is overtly physical or sexual in nature
- Give rides to children or young people in the program (unless the participant is their own child)
- Be alone with a child
- Permit abusive peer activities (initiation ceremonies, ridiculing, bullying)
- Allow unknown adults access to children in their care. Visitors should always be accompanied by a known person

General Touching Guidelines

- Touching should be in response to the need of the child and not the need of the adult
- Touching should be with the child's permission; resistance from the child should be respected



- Touching should avoid breasts, buttocks and groin
- Touching should be open and not secretive
- Touching or other physical contact should be governed by the age and developmental stage of the child

Inappropriate Touch

- Kissing a child, coaxing a child to kiss you, extending hugging, and tickling
- Touching a child in any area that would be covered by a bathing suit
- Carrying older children or having them sit on your lap

Inappropriate Behaviour by Children Towards Adults

Children or young people can sometimes make suggestive approaches to an adult. They may have a crush or may act inappropriately following previous abusive experiences. This type of behaviour could be a “cry for help”.

If an adult feels uncomfortable about a child or young person’s behaviour he or she must:

- Make it clear to the child or young person, with sensitivity, that their language or behaviour is inappropriate
- Tell your supervisor and discuss what measures should be taken to prevent a recurrence
- Record the incident in case accusations are made in the future. Sign and date the record and hand it to your supervisor

HEALTH & SAFETY

Earthquakes

Stay calm! If indoors, stay there. Duck, Cover, & Hold. Stay away from windows, shelves, etc. Reassure others. Wait for aftershocks. If outdoors, stay in an open area. Do not enter the building. Assess structural damage to the building, paying close attention to possible exit routes. Once the exit routes are safe the primary focus is on getting patrons out safely and quickly. Please proceed to the **Designated Muster Area (the hill on the South-East side of the Community Centre)**

Accident, Injury & Unusual Incidents

Please report any accident, injury (to you or others) and unusual incidents to your direct supervisor. Your supervisor will complete any appropriate forms and follow-up as determined by the situation.

COVID-19 Safety Protocols

<https://vancouver.ca/files/cov/city-of-vancouver-covid-19-safety-plan.pdf>

Sunset-specific COVID-19 safety protocols will be discussed in the orientation and during a site tour.



Acknowledgement of Receipt of Volunteer Handbook

Please read the following statements and sign below to indicate your receipt and acknowledgement of the Sunset Community Centre Volunteer Handbook.

I have received and read a copy of the Sunset Community Centre Volunteer Handbook. I understand the policies, rules and benefits described in it and are subject to change at the sole discretion of Sunset Community Centre at any time.

I further understand that my volunteer service can be ended at will, either by me or Sunset, regardless of the length of my volunteer service.

I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that confidential information must not be released within or outside Sunset's premises or property.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Sunset Community Centre Volunteer Handbook.

Volunteer Name: _____

Signature: _____ Date: _____

If the volunteer is age 18 or under, we ask that the parent/guardian read the manual as well.

Parent/Guardian Name: _____ Phone: _____

Signature: _____ Date: _____

We have a deep appreciation for your services and are committed to do the very best we can to make your volunteer experience at Sunset productive and rewarding.