

Spence Neighbourhood Association Inc.

Volunteer Manual



Expectations, Values, and Behaviour

Introduction

Welcome to **Spence Neighbourhood Association Inc.** (SNA)!

As a volunteer, you are helping to expand our programs and ensure our organization remains an important part of the community. Our goal is to place you into programs that are well suited to your individual interests and skills. We are always seeking volunteers who are creative and have new and innovative ideas for our programs.

Volunteers are not paid staff, and according to our policies, the workload and pressures placed on them cannot be the same as those of paid staff. It is also important that when a risk assessment is done for volunteer roles that excessive burden is not placed on volunteers where risks are low.

Support

SNA believes that for volunteer engagement to work, volunteers must be included as equal members of the team. Involved and informed volunteers are more likely to continue contributing to the organization. Volunteers are encouraged to develop skills during their time with the organization. Volunteers will be offered the same training opportunities and other resources available to paid staff. Volunteers are engaged according to their skills and abilities.

If you have any skills you would like to develop or goals you would like to achieve, please discuss this with coordinators and/or managers to help you to develop a plan.

Please note that when performing their duties at SNA, volunteers should not be using their phones for personal matters, unless it is for emergencies or to enhance their volunteer role.

Expectations

The daily responsibilities of a volunteer may vary, depending on the role. For Building Belonging and Youth programs, volunteers may help to coordinate and co-facilitate activities, setup and cleanup, and support participants with our behavioural model.

For Community Connecting Night or neighbourhood cleanups, volunteers will help with setup and cleanup, and ensure trash is disposed of properly. During our West End 24 Hour Safe Space (WE24), volunteers may support and/or provide culturally-relevant activities with participants, or monitor the safety and well-being of participants and colleagues who access the space. Your specific roles and responsibilities will be communicated to you by the coordinator or manager assigned to your shift each day.

More broadly, as a volunteer, you are expected to contribute to an inclusive and solutions-focused team culture by:

- Using preferred pronouns of colleagues and participants
- Supporting the social-emotional wellbeings of colleagues, participants, and yourself
- Communicating with coordinators and managers and taking breaks as needed
- Notify shift manager(s) in the case of an emergency, when you will arrive late, and/or when you are unable to complete your shift, in a timely manner
- Approach colleagues and participants with a strengths-based lens and meet people where they are at
- Pairing up with another member of staff so that you are not alone with a participant

Expectations

As a volunteer, your performance will be assessed based on the following:

- Consistent completion of assigned tasks
- Reliability and punctuality
- Communication and teamwork
- Initiative and problem-solving
- Alignment with the organization's mission and values

As a volunteer, manager(s) will:

- Provide regular check-ins for feedback and support
- Offer opportunities for professional development
- Review progress toward goals at least once every 6-12 months

The Magnus Eliason Recreation Centre (MERC) is designed to be a safe, flexible, and friendly place where youth can easily access a range of services. To both ensure safety and promote wellness, our programs are weapon, alcohol, and drug free.

Young people cannot bring any alcohol and/or drugs on to the premises. Additionally, youth cannot attend the MERC if intoxicated.

The only exception to this guideline is during our WE24 program, where the expectations of all participants is to be respectful, safe, accountable, and engaged; participants can attend while under the influence as long as these expectations are followed.

Volunteers are asked to communicate with SNA staff at any time that they suspect a participant is under the influence or is in possession of drugs or alcohol while in the centre. Volunteers will not be asked to confront individuals who are under the influence, and should refer to staff to manage the situation and ensure safety of all.

Values and Behaviour

SNA embraces the principles of diversity, anti-oppression, and liberation. Abusive or unwelcome conduct or comments that are discriminatory, harmful, and/or suggest an abuse of power and authority will not be tolerated. Violence, threats, intimidation and other disruptive behaviour in our workplace will not be tolerated.

At SNA, all people (staff, volunteers, public, youth & children) are expected to:

- Be Respectful
- Be Engaged
- Be Safe
- Be Accountable

Disclosures

When youth builds relationships with positive and safe adults, there is the potential for disclosures to occur. Disclosures occur when a child tells you or lets you know in some other way that their physical, emotional or mental health are in serious danger. Disclosures can be direct or indirect. They include abuse, which can be physical, emotional, and sexual in nature, as well as neglect. Disclosures can also involve suicide ideation or suicidal intent.

Volunteers are responsible for reporting any suspicions of child abuse, neglect, or suicide ideation/intent to manager(s). Listen and support the child, and tell the child you have to call someone who can help. Immediately inform a manager.

Confidentiality

Volunteers and employees of SNA shall protect the confidentiality of all information acquired from the participants and/or participant's family during and after their time volunteering with SNA. The obligation to maintain confidentiality continues indefinitely after the volunteer has ceased contact with program participants, or has ceased volunteering with the SNA.

Dismissal

Should you exhibit behavior that is not in keeping with SNA policies, expectations, or values, a manager will meet with you to discuss the behaviour. Together you will come up with steps to resolve the problem, these should be written down and signed by both parties. If at any time you wish to end your volunteer relationship with SNA, please notify a manager.

