
VOLUNTEER HANDBOOK



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Welcome to WNC

Hello and welcome to Waterfront Neighbourhood Centre! Thank you for wanting to give of your time to volunteer with WNC community programs and/or events.

Since our beginning in 1991 as Harbourfront Community Centre, our goal has always been to provide a safe, supportive, and welcoming environment. Our waterfront community is the fastest growing vertical neighbourhood in the City!

Our programs mirror our community as the demand for family, children, community outreach and senior programs are on the rise. By engaging the community, we ensure that WNC's activities will meet the growing and diverse needs of our neighbourhood – now and in the future.

As a Volunteer, you are giving the greatest gift you can give - your time! We hope that your volunteer experience will be engaging and rewarding.

We have developed this Volunteer Handbook as a reference guide that offers information about WNC and our volunteer placement process, clarifying roles and responsibilities, communication and accountability.

Please take the time to familiarize yourself with this handbook and please speak with me to answer any questions that you may have.

I wish you every success in your volunteer role with us!

Suada Warsame

*Manager, Business/IT & Volunteer Services
Waterfront Neighbourhood Centre*

2019 Volunteer Board of Management

The Board of Management for Waterfront Neighbourhood Centre is appointed by the City of Toronto, as an agency of the City of Toronto

Executive:	Board Members:
<ul style="list-style-type: none">• Linda Ballantyne, Chair• Amani Yagob, Vice Chair• Carole Therriault, Treasurer• Cliff Ojala, Secretary	<ul style="list-style-type: none">• Virginia Martin• Brenda McCabe• Barbara McKenney• Saida Said• Joe Cressy (City Councillor, Ward 10 Spadina-Fort York)

General Information

Address:

627 Queens Quay West (at Bathurst)
Toronto ON M5V 3G3

WNC Contact:

- Telephone: 416.392-1509
- Fax: 416.392.1512
- General email: info@waterfrontnc.ca
- Suada Warsame - Manager, Volunteer Services: ext. 304 | suada@waterfrontnc.ca

WNC Social Media:

- Website: www.waterfrontnc.ca
- Facebook: Waterfront Neighbourhood Centre
- Instagram: Waternc
- Twitter: WeeWarner (tweets on behalf of WNC)

Hours of Operation:

- Monday – Friday: 9:30 am – 9:30 pm
- Saturday & Sunday: 12:00 pm – 5:00 pm



About Waterfront Neighbourhood Centre

Waterfront Neighbourhood Centre (formally Harbourfront Community Centre) was established in 1991. WNC is a member of the City of Toronto's Association of Community Centres (AOCC). The AOCC board model is a hybrid between a City agency and an independent not-for-profit community-based organization. This model is unique and distinct from other agencies, boards and commissions and the City determined that it was the best service delivery model for Toronto's waterfront community in order to meet existing and adapt to future community needs. Core administration costs related to operating WNC are funded by the City and 100% of programs are funded through grants, donations, programs and rental fees.

Located in the heart of the thriving Bathurst Quay Neighbourhood, our 107,298 sq. ft. 3-storey multi-use City-owned facility is home to:

- Waterfront Neighbourhood Centre – 1st floor
- St Stephen's Child Care Centre – 1st floor
- Waterfront Public School (K-8) and The City School (alternative high school) – 2nd & 3rd floors

WNC provides services to the Waterfront West community primarily, but is open to all City residents, greeting over 700 daily visitors and offers a safe and supportive environment for a diverse, multicultural neighbourhood. In addition to offering 537 annual programs with 86,294 hours of service, resourced by 82 staff and 958 volunteers, WNC provides community development initiatives to build community self-capacity and services that are far reaching - targeting all sectors of the community. WNC connects with residents of all ages, offering a wide range of programs and services that supports the quality of life, health and well-being of our neighbours as well as provide social and recreational needs of our ever-growing waterfront.

WNC Mission Statement

Waterfront Neighbourhood Centre strives to engage all community members in an atmosphere of belonging, diversity and accessibility through our programs, services and facilities. As a cornerstone of the community, WNC also advocates for the needs of this rapidly growing neighbourhood.

Vision

WNC meets the needs of a diverse and changing multi-cultural community, responding to the particular needs of community members who are at risk, vulnerable, marginalized or isolated.

Values

- WNC believes in the provision of programs and services in a welcoming, accessible, sensitive and supportive place.
- WNC is committed to improving the quality of life for the residents of the neighbourhood.
- WNC recognizes the value of providing volunteer opportunities for local residents to become engaged in the community centre and recognizes voluntary contributions.
- WNC is supportive of staff, ensuring they are rewarded appropriately for their work.
- WNC acts in a fiscally responsible manner.

WNC History

In 1989, neighbourhood residents began exploring ways to encourage community participation, have access to space for adult and children's activities and provide a focal point for community involvement. Harbourfront Community Centre, now named Waterfront Neighbourhood Centre, was founded in July 1991, and moved into a small blue portable located on the corner of Bathurst and Queens Quay, in September of that year. In the spring of 1995, our second move was to #1 Bathurst Street in the old Executive Building on the Canada Malting Silo site to allow for the construction of our permanent building.

Residents, volunteers, local, provincial and federal politicians and governments, consultants and staff worked diligently and tirelessly to lobby for and then to develop, design, and finally build a permanent new home to house needed programs for the community. After 8 long years of planning work, anticipation and dreaming, and thanks in part to the Canada/Ontario Infrastructure Works program, the permanent centre became a reality, opening in September 1997.

The community centre continued to provide a variety of programs and services for children, youth and adults, increasingly expanding capabilities for recreational activities, community development initiatives, training opportunities, space for self-help groups, community functions, office space for tenants associations and new exciting program initiatives for the community.

The next big move of significance, was to prepare our growing agency for the next 25 years. In Spring 2015, Harbourfront Community Centre's Board of Management adopted a motion to carry out a rebranding of the agency to coincide with its 25th anniversary in 2016. In November 2016, the agency's general membership endorsed the Board's request for the agency to be re-named to "Waterfront Neighbourhood Centre", along with adopting a new logo. Toronto City Council on March 31st and April 1st, 2016 approved the request to change our name to "Waterfront Neighbourhood Centre".

"This name change marked an important step forward in our agency's strategic direction and it better reflected the new identity of Toronto's diverse waterfront while reinforcing that we live in a city of neighbourhoods," noted Linda Ballantyne, Board Chair. "Neighbourhood Centres are hubs for social participation. Our neighbourhood centre will continue to play a central role in fostering a supportive waterfront community by reaching out as neighbours working with neighbours."



WNC Volunteer Philosophy

Volunteering for programs at WNC is fun and rewarding! Whether mentoring youth, assisting in programs, helping at community events or working on a special project, we have a place for you! Bring your interests and talent to WNC and we will put them to good use!

WNC program and services thrive thanks to the assistance of dedicated and talented community volunteers. Many of our community programs and events depend on the thousands of priceless hours that volunteers dedicate to deliver programs like: our innovative TIME program, Children/Preschool programs, Seniors, Neighbour-2-Neighbour friendly visiting, Homework, Administrative support, Board of Management, Committee participants and much more!

Volunteer Definitions

Volunteer: A dedicated individual who selflessly gives a gift of their time to provide services to the WNC without compensation. Volunteers must be officially accepted and enrolled by WNC prior to volunteering. Unless specifically stated, volunteers are not considered as employees of the agency.

Placement: A temporary work assignment performed by an individual, without compensation:

- as part of a school/college/university program
- as part of a social agency program for the purpose of workplace exposure
- by an individual (community or corporate employee) who wants to support and/or share their skills with WNC free-of-charge
- WNC accepts corporate volunteer initiatives and other volunteer referral programs.

Who is a WNC Volunteer?

Volunteers at WNC are made up of:

- Recent retirees and Seniors
- WNC program participants
- Work at home residents
- Corporate Volunteers
- Young Professionals
- University, College and High School Students
- Newcomers to Canada
- Skilled/professional volunteers who offer specific expertise (finance, legal, fundraising, marketing, photography, artists, coaching sports, youth mentors, social workers, dieticians, nurses, social services)

Placement students provide value added support in WNC programs, gaining hands-on experience in their fields of study. Students work with and are mentored by WNC staff, a program supervisor/manager and are supported by the WNC Manager, Business/IT & Volunteer Services (WNC Volunteer Manager) to ensure they meet their educational goals. For school or agency placements volunteers, an agreement

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will be put in place with the school, organization or program, identifying management responsibilities, training, liability and support needs.

Service and Managerial Volunteers: Undertake roles in membership and reception, program services, IT support, accounting/finance, legal, communication, special events, photography, marketing, public relations, maintain facility, grounds keeping and gardening.

Advisory/Committee Volunteers: Provide advisory and/or management support, volunteer for specific projects, participate in committees, as part of the Board of Management and program development.

Fundraising Volunteers: Take on a variety of responsibilities/tasks, which may include soliciting silent auction items, sponsorships/donations, support a capital or membership campaign, and coordinate/participate in fundraising special events.



Volunteer and WNC Staff Partnerships

WNC volunteers are a cornerstone of WNC's vision to meet the needs of a diverse and changing multi-cultural community. Good partnerships between community volunteers and WNC staff offer value to both:

Volunteers:

- Share talents, skills and experience.
- Give back and get involved in their community – developing a stronger sense of belonging.
- Develop leadership and community engagement skills.
- Broaden career opportunities and gain practical work experience.
- Increase personal health and wellness - staying active, having fun and meeting new people.

WNC Staff:

- Increase capacity to offer quality program and services to the community and continue the legacy of community volunteer leadership that supports WNC's Strategic Plan, Mission, Vision and Values.
- Maximize volunteer time, talent and participation - enhancing individual experiences through the variety of skills and knowledge this partnership brings to the organization.
- Support each volunteer's career path, helping volunteers reach their potential.
- Share new ideas and increase collaboration with the community.
- Increase opportunities and shared values through partnerships with local businesses, agencies, expanding WNC's network of contacts and resources.



Volunteer Recruitment, Training and Support

What to expect when applying to become a WNC Volunteer

Step 1: Volunteer Recruitment and Application:

The WNC Volunteer Program has clear objectives and involves volunteers in meaningful ways. WNC has the obligation and right to thoroughly recruit, screen and select volunteers, selecting those who meet the essential requirements of specific volunteer assignments.

The WNC Volunteer Manager reaches out to a wide range of recognized volunteer recruitment sources and databanks including: WNC website and social media, Benevity volunteer web portal, Kindness Connect web portal, City of Toronto, Volunteer Toronto, post-secondary institutions, high schools, social service agencies, corporations/community investment departments, seniors groups, community/neighbourhood associations, and non-profit organizations.

We greatly appreciate and thank those who are interested in contributing to their community! We try to accommodate all interests, unfortunately we are not always in the position to accept and/or place every individual. We keep volunteer applications for one year in the event an opportunity may come available and at times will place a hold on accepting additional volunteer applications until positions become available.

Volunteer candidates are encouraged to apply online at WNC's website: <http://waterfrontnc.ca/support/volunteersco-op-placements/> or in person. WNC volunteer application forms are available at Reception. Volunteer Application includes: Volunteer name, contact information, emergency contacts, availability, training, experience and other information that relates to the volunteer role.

When WNC recruits volunteers/placements the following information is provided:

- Roles and Activities - ensuring that individuals are not used to undertake functions or activities that must be performed by unionized staff
- Hours of placement and location
- Recruitment and Screening documentation - reference and police reference checks, as appropriate

Upon becoming a WNC Volunteer, the following is provided:

- Volunteer training including health and safety, City of Toronto and WNC policies/procedures
- Volunteer support and feedback
- Record maintenance
- Appreciation and recognition

Step 2: WNC Volunteer Screening Process:

- After submitting the volunteer application, volunteer candidates must meet with the WNC Volunteer Manager.

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- Volunteers and those who work in placements are screened before service begins. Screening is an ongoing process and is in place to protect the agency, the staff, volunteers and those who work in placements. Educational institutions may undertake some aspects of the screening process for placement students.
- Screening procedures are documented and personal volunteer information is kept in the volunteer program's centralized filing system overseen by the WNC Volunteer Manager.
- **Police Information Check or Vulnerable Sector Check:** All potential WNC volunteers who have direct contact with children, youth, vulnerable adults and seniors are required to present a criminal history check and/or Vulnerable Sector police check through the Toronto Police Services prior to starting their volunteer service.
 - A police information check is a screening tool that gives the organization information about a past criminal record. A vulnerable sector check identifies a police record that may pose a risk to vulnerable people. Depending on the volunteer role, a volunteer may need one or both of these police checks.
 - The reports are reviewed by the WNC Volunteer Manager. Appointment(s) are confirmed following successful completion of a Police Reference Check process. In circumstances where WNC is advised of "findings" on the volunteer/placement, WNC may choose not to proceed with the volunteer/placement depending upon the circumstances as they may not have a bearing on the volunteer role.
 - Potential volunteers/placement students are responsible for completing and submitting the police checks to Toronto Police Services and pay the application fee of \$20.
 - Potential volunteers/placement must complete their clearance and to begin their volunteering.
- **WNC Code of Conduct: Child and Youth-Protection Policies and Procedures:** As a reputable child/youth-serving organization, Waterfront Neighbourhood Centre has developed a Code of Conduct to guide our employees and volunteers which is in addition to the City of Toronto's Employee's Conflict of Interest Policy, which all employees and volunteers of WNC must also abide by. While every employee/volunteer is valued and unique, we come together as an organization in the best interests of individuals, children, youth and their families.

The safety, rights and well-being of the individuals we serve are at the core of our daily operations. We nurture supportive relationships with children/youth while balancing and encouraging appropriate boundaries. And in keeping with this Code, WNC employee/volunteer misconduct will not be tolerated, especially as it relates to the well-being of the children/youth in all of WNC's child and youth programs. All WNC volunteers are required to read and complete necessary WNC Code of Conduct: Child and Youth-Protection Policies and Procedures training.

Step 3: WNC Volunteer Interview Process:

Personal interviews form part of the screening process – to determine the candidate's suitability, to discuss the nature of his/her participation, to assess the match, and to determine area of interest and skills. Interview(s) are conducted by the WNC Volunteer Manager and/or WNC staff.

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- Prospective volunteers are required to provide a minimum of two references and a signed consent form giving WNC permission to contact references. Immediate family members and friends are not considered as an appropriate reference.
- Once the volunteer/placement is accepted, volunteer documentation will be signed between the volunteer and WNC. Volunteer orientation specific to the program and volunteer training will be scheduled.

Step 4: Volunteer Training and Mandatory Risk Management Policies:

WNC provides a comprehensive training and orientation identifying volunteer/placement roles, responsibilities/expectations, volunteer rights, overview of City of Toronto and WNC policies/procedures including health and safety. Attending volunteer orientation and training sessions are mandatory prior to the start of volunteering.

- WNC Volunteer Manager will review all volunteer documentation ensuring the volunteer/placement fully understands and completes all forms.
- Volunteers/placements receive a tour of the facility, meet WNC staff, overview of WNC programs and services including specifics to their role and responsibilities.

WNC Policies Checklist

Volunteers/placements will receive an overview on the following policies:

Check List	Policy Name	Date	Name (print): _____
			Initial beside each training
	Organization orientation, Mission, Vision & Values, Strategic Plan		
	WNC Code of Conduct: Child and Youth Protection Policies and Procedures		
	Volunteer Code of Conduct: Risk Management Procedures for Programs, Services/Activities Policy		
	WNC Health and Safety Orientation & Training		
	Bill 168 - Workplace Violence and Harassment		
	Accessibility for Ontarians with Disabilities Act (AODA)		
	WNC Communication Protocol		
	Incident Reporting		
	Conflict of Interest		
	Employment Standards Act		
	Ontario Human Rights Code		
	City of Toronto Municipal Freedom of Information and Protection of Privacy Act		
	City of Toronto/WNC Legal Liability Insurance for Volunteers		
	Occupational Health and Safety Act and Workplace Safety and Insurance Act		
	WNC complaint Policy and Procedures		
	City of Toronto - (HRAP)-Human Rights and Anti-Harassment/Discrimination Policy		
	City of Toronto - Equity, Diversity and Accommodation policies		
	WNC Emergency Lockdown Procedures		

Volunteer Roles and Responsibilities

WNC volunteers are recruited for specific, carefully designed and interesting assignments that are meaningful to volunteers and complement and enhance the delivery of services and programs to its residents. The best assignments will be those that further the goals of the WNC while developing volunteer interests and provide them with opportunities to grow and develop and make meaningful contributions. WNC volunteers and those who work in placements have distinct but complementary roles to paid WNC employees. Volunteers/placements:

- Are not recruited and/or used to undertake any function or activities that would replace, displace or substitute for paid employees.
- Do not work as part-time paid staff equivalents.
- Are not deployed to replace paid employees during labour disputes.
- WNC volunteers/placements are not permitted to operate WNC vehicles or machinery.
- WNC volunteers/placements are to be supervised by a WNC employee at all times. If the Supervisor is not present he/she should be available in the same location or accessible by telephone.
- Individuals may request to examine the contents of their own volunteer file at WNC, which is kept for seven years and then destroyed as per the City's File Retention Policy.

1. Benefits and Responsibilities of Community Volunteers/Placements Students

WNC volunteers/placements are entitled to:

- Have a well-designed, meaningful assignment that addresses the needs of the WNC and the individual.
- Participate in decisions affecting his/her assignment, wherever possible.
- Supports and resources required to fulfil the assignment successfully.
- Direction, monitoring, and evaluation that is clear and consistent.
- Appropriate information, orientation, evaluation and comprehensive training.
- Recognition and appreciation for his/her efforts.

WNC volunteers/placements have the following responsibilities:

- Be aware of and abide by City of Toronto/WNC standards, guidelines, policies.
- Keep all information acquired in confidence, not disclosing personal, privileged, or proprietary information.
- Follow directions and respond to feedback.
- Act within the boundaries and parameters of the volunteer/placement assignment.
- Keep time and participation commitments.
- Participate in relevant orientation and mandatory training sessions.

2. WNC Rules of Conduct

- No illegal drugs or alcohol are permitted on Waterfront Neighbourhood Centre premises.
- No persons under the influence of drugs or alcohol will be permitted on WNC premises.
- No weapons are permitted on WNC premises.

- No offensive language or behaviour will be tolerated.
- No violence or fighting is permitted on WNC premises.
- Individuals accessing Waterfront Neighbourhood Centre must have respect for WNC, its property and others.

WNC Roles and Responsibilities

1. Reporting Function

It is advisable that volunteers/placements report to a specific WNC supervisor or staff who will be responsible for the monitoring, supervision, and evaluation of the volunteer/placement and will complete specific department files, ensure that the individual receives adequate orientation and training before the start of the assignment. It is essential to keep appropriate records and note progress so that volunteers/placements can advance and take on new responsibilities. Proper record keeping allows WNC to contact and connect with past volunteers for current projects.

Responsibilities of the WNC Volunteer Manager:

- Assist WNC staff in completing requests for volunteer/placement assistance and development of the volunteer/placement task description.
- Conduct interviews, checks references and make final selections of the volunteer/placement.
- Initiate reporting/file on volunteer/placement.
- Ensure that the volunteer/placement has read, understood and signed all the required documentation.

2. Orientation and Training for Specific Role/Responsibilities

Responsibilities of the WNC Volunteer Manager:

- Responsible for providing adequate orientation and mandatory training of volunteers/placements for the assigned task so that they understand the boundaries of their participation.
- Ensure that volunteers/placements have been given adequate information on policies, procedures, and practices, monitoring their compliance.
- Provide ongoing support, monitoring, evaluation and advocacy.
- Provide ongoing and periodic recognition of volunteers/placements.
- Provide guidance and support to resolve conflicts that may arise.

3. Volunteer Application Forms and Files

All volunteers/placements are required to sign a Volunteer/Placement Application Form and volunteer contract certifying that they have read and will comply with terms and conditions, before the start of their volunteer/placement service.

4. Volunteers/Placements Files

All primary volunteer/placement files are overseen by the WNC Volunteer Manager. Files are kept confidential and stored in a locked cabinet at all times in accordance with City of Toronto/WNC records management policies, procedures and standards. Information to be retained on file shall be:

- Volunteer/placement application form
- Consent form to obtain reference checks
- Reference checks and Resume (if provided)
- Letter received by the designated Police Reference Check WNC contacts advising that the check was conducted and there are "No findings"
- Placement information and Evaluations and feedback forms
- A copy of the Emergency Contact Information form will be provided to the direct supervisor so a time can be arranged for the new volunteer to start the volunteer position. This information will be locked in a secure place.

5. Volunteer Position Descriptions

Responsibilities of the WNC Volunteer:

- Developing volunteer posting/descriptions opportunities. Volunteers and those who work in placements are given the volunteer descriptions before the placements begins and are given an opportunities/training for their supporting volunteer role. Volunteer are supported so that they can quickly become comfortable in the duties assigned.

Volunteer descriptions state both volunteer/placement responsibilities and describe situations that require the consent of their immediate program supervisors. WNC volunteer descriptions are reviewed and updated as required and attached to the volunteer agreement. Once the volunteer position is completed a reference letter and a certificate of appreciation will be given to the volunteer.

- Acknowledging volunteers during International Volunteer Week and at any Volunteer Appreciation events.

Management of Resources

1. Photo Identification/Access Card

It is recommended that all volunteers/placements who are on WNC premises for more than three months be issued a WNC identification or access card, (a temporary card can be issued for less than three months depending upon need). Individuals should wear their cards at all times while undertaking service at WNC. These cards remain the property of the WNC and must be returned when volunteers/placements complete their service. When a volunteer/placement leaves, the WNC Volunteer Manager will retrieve the WNC identification or access card and any other WNC property.

2. First Day Orientation

On the first day of the position, the volunteer/placement will be given a tour of the facilities and their work area. Orientation will include with a meeting with the direct supervisor and an overview of the rights and responsibilities outlined in the contract.

3. Supervision

Each volunteer/placement will be assigned an immediate supervisor. All concerns and suggestions should be brought to your immediate supervisor, or to the WNC Volunteer Manager.

4. Attendance

Volunteers/placements are expected to be punctual and regular in attendance. Volunteers/placements need to sign in and out in the volunteer binder, which is located at Reception. Individuals are expected to remain on duty for the full time agreed upon, except when conditions vary and are approved by the supervisor. Volunteers/placements should notify their supervisor as soon as possible for any planned or unexpected absence.

5. Missing a shift

If a volunteer is unable to work a scheduled shift, please notify the assigned immediate supervisor 24 hours in advance. If three shifts are missed without any notification the volunteer position will be terminated.

6. Recording Hours

Volunteers are required to sign in and out in the volunteer binder, located at Reception. Checking in allows us to keep track the number of hours and enables us to provide a record of the hours of service. Volunteers may request a record of their service which will be provided within 7 days of request.

7. WNC Holidays and Closures

Waterfront Neighbourhood Centre is closed on all holidays observed by the City of Toronto. In the event of a weather or other building shutdown, notice is provided on WNC's social media sites and/or a telephone call.

8. Special Event/Corporate Volunteer Training Session

Special Event/Corporate volunteers will be given their orientation on the day of the event prior to their volunteer shift. The Health and Safety designate will provide a healthy and safety overview. Task descriptions and staff support will be available on-site.

9. Resignation

Resignation is defined as a separation from the Waterfront Neighbourhood Centre initiated by the volunteer. Two weeks' notice of intent to resign would be appreciated and should be given in writing to

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the volunteer's immediate supervisor at that time. The immediate supervisor will notify the WNC Volunteer Manager of the volunteer's end of term/resignation.

10. Probation Period

All volunteers will be placed on a three week probation period. Volunteers will be let go from WNC during probation if they fail to demonstrate suitability for continuing the duties to which they have been appointed.

11. Terminations

Volunteers may be terminated at any time, with or without cause and without prior notice by Waterfront Neighbourhood Centre. WNC reserves the right to terminate positions if there is a violation of policies and procedures, violation of the code of conduct or missing shifts without notification, or if the volunteer placement is not a good fit for the agency and the individual.

12. WNC General Policies & Procedures:

Waterfront Neighbourhood Centre has a Policy and Procedures binder for all staff, volunteers/placement to read and familiarize themselves. This information will also be reviewed with the direct Supervisor and the WNC Volunteer Manager.

13. Personal Belongings

It is the responsibility of each volunteer/placement to adequately safeguard personal belongings. There are lockers available which individuals can request, individuals are responsible for their own locks. WNC will not be held accountable for the loss of personal funds and belongings.

14. Injuries/Serious Occurrence

All injuries, accidents or serious occurrences must be reported to your immediate supervisor. The necessary incident/serious occurrence/witness forms will be completed as required.

15. Resolution of Difficulties

If volunteers/placements have difficulties or problems with their role or with any other aspect of the work, they should speak directly to their supervisors and the WNC Volunteer Manager.

16. Performance Issues

When WNC uses placement students, an agreement is prepared with the educational institution that outlines the goals that students are expected to achieve and the educational institution may impose consequences if goals are not met. A similar contract may exist between a social agency and a division for its placements.

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Program supervisors are responsible for discussing performance issues as they arise and assisting volunteers/placements with performance improvement when necessary. Volunteers/placements may be asked to leave if their performance is considered unsatisfactory.

17. Volunteer Departure

Volunteers may leave their volunteer assignment with the WNC at any time. Volunteers are requested to provide advance notice of their departure and a reason for their decision to their immediate supervisors. The supervisor and/or the WNC Volunteer Manager may wish to conduct an exit interview with the volunteer to confirm reasons for his/her departure, to ask for feedback about the volunteer assignment, to identify any areas of concerns or issues that may improve volunteer services in order to retain volunteers.

18. Recognition of the Services of Volunteers

WNC provides both formal and informal recognition for all volunteers.

19. Access to Equipment

Volunteers/placements may have access to various tools/equipment in the performance of their duties. All equipment is to be used safely, remain on site and not to be removed, unless prior approval from a supervisor has been given.