

BEAVER VALLEY OUTREACH

"making good things happen in our community"

VOLUNTEER RESOURCE KIT

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INTRODUCTION TO KIT and USAGE

The Volunteer Kit has been designed to establish consistency, fairness and equality for all BVO volunteers. In this kit, we will clarify our values and our philosophy. We will communicate responsibilities and expectations. Some critical standards and policies will be outlined to assist you in understanding BVO as an organization. This kit will also provide you with an overview of Beaver Valley Outreach. We have included specifics about our organization, our philosophy and our programs and community service. We hope this kit will help you make the most of your volunteer experience with us.

This is your kit and we encourage you to review the contents at your leisure to help you become acquainted with BVO.

Any comments you may have on how to improve the kit can be passed along to the Volunteer Coordinator, her/his delegate or the Executive Director.

VOLUNTEER PLACEMENT PROCEDURES

1. All volunteers will –
 - complete a Volunteer Registration Form;
 - read and sign the Oath of Confidentiality and the Code of Ethics;
 - complete a Criminal Records Check. If you are under the age of 18, you will provide two letters of reference from appropriate persons;
 - review the policies and procedures for information applicable to volunteers including the Privacy Policy.
2. Prospective volunteers are interviewed to determine the best possible placement within the organization. Placement depends on your skills, talents and interests as well as opportunities available at the time of the interview. No volunteer will be placed in a position for which she/he is not comfortable. Volunteers will be able to decline a suggested assignment or request a change at any point during their involvement with BVO.
3. All volunteers under the age of 18 will be given assignments where an adult supports them.
4. An orientation session will be offered to all new volunteers within a few months of starting your assignments.
5. All personal information obtained during the provision of your service will be treated as confidential.
6. Volunteers who do not comply with these procedures may be released from their duties.

WHAT IS BEAVER VALLEY OUTREACH?

MISSION STATEMENT

Beaver Valley Outreach is a charitable not-for-profit community based organization of staff and volunteers dedicated to “making good things happen in our community”. We are committed to providing quality programs and services, which will enhance the well-being of families and individuals in The Blue Mountains and the Beaver Valley.

OBJECTIVES

- to assess the needs of the community;
- to respond to the social service needs of families and individuals;
- to develop programs to serve the needs of the community;
- to refer families and individuals to appropriate resources;
- to provide access to services when required;
- to provide programs to parents and children, birth to six years of age as per our commitment to “Ontario Early Years”;
- to administer the Recreational Subsidy Fund on behalf of the County of Grey to members of the community of The Blue Mountains, Meaford and the Beaver Valley.

THE BOARD OF DIRECTORS

Board members are volunteers of the community at large. They are however, a different type of volunteer. The board assumes both legal and fiduciary responsibilities for BVO and performs the role of trustees. It is the board that establishes mission, values and governing policies for BVO.

PROGRAMS, SERVICES AND EVENTS

Program/Service /Event	Description	Who Does the Work?	Who Participates?
Breakfast Club	We purchase supplies, plan, prepare and serve breakfast to students at the local school.	Executive Director and about 20 volunteers	Open to all students in the school.
Crayon Box Nursery School	This is a half day program for 2.5 to 5 year olds that offers opportunities for socialization as well as a supportive and nurturing learning environment. Subsidy is available.	Supervisor: Jennifer Gordon Assistant: Sherrie Lee	Children, age 2 ½ to 5 years.
Ontario Early Years Centre	Beaver Valley Outreach has been designated an Early Years Centre and as such receives funding to provide programs to families and their children from birth to six years of age.	Executive Director and Facilitator Fran Bouwman	Parents and their children from birth to age six.
Kids Club	This Before and After School Age Program provides a variety of activities on a daily basis. A full day program is offered on P.A. days.	Supervisor Jennifer Gordon along with Sharon Baker, Tracy Leckie, Deborah Wilson. And Judy Betts.	Families who require before or after -School Care.
Blue Mountains Homework Club	A homework assistance program offering extra support and/or an appropriate workspace, which is conducive to building good study habits and research skills. Held at LE Shore Memorial Library. Funded by the Ontario trillium Foundation.	Coordinator, Fran Bouwman, Asst – Katie Pearson and one volunteer	Students in Grades 7, 8 and 9
Youth Music Program	This program allows youth an opportunity to gather in a relaxed and enjoyable setting on a weekly basis to nurture their love of music and to have fun. Opportunities are provided to further develop their musical skills.	Staff, Fran Bouwman with the help of Cliff Pratt and volunteer musicians.	Any young person between the ages of 8-18.
School's Cool	A six-week school readiness program for children ages 3 –5 years of age.	Executive Director and staff, Heather Dorgelo and Michaelle Pratt	Children 3 – 5 years.
Kindermusik	A 12-week music program for children from birth to seven years of age.	Instructor: Bonnie Perry	Children birth to 7.
National Child's Day	BVO provides special activities on this day to celebrate children.	Jennifer Gordon	All families in the community
Treasure Shop	We provide recycled clothing and quality house wares at very reasonable prices.	Coordinators Board Members & approx 67 volunteers	All members of the community.
Emergency Services	Emergency assistance may be provided for food, clothing, shelter and transportation.	The Executive Director	Members in the community in need of short-term assistance and support.
Information and Referral	We maintain contact with other service providers in the area and make referrals for individuals and families as appropriate	Executive Director	Any member of the community who makes a request.

Recreational Funding Subsidy Program.	We advertise and distribute funds to support recreational, arts and sports activities for children. NOTE – Program closed as at Dec 31, 2005 – to be reviewed sometime in 2006	Executive Director	Families whose income is below \$35,000.00 meet the criteria for receiving funds.
Good Food Box	This monthly fruit and vegetable buying cooperative makes healthy food available at a very reasonable rate. A family box can be purchased for \$14.00 and a single box for \$8.00. Subsidy is available.	Executive Director and 6-8 volunteers.	All members of the community
Transportation	Transportation is provided for medical, dental, psychiatric, legal and parenting appointments.	Coordinator Barb Swanson and 20 volunteer drivers	Any member of the community who is not covered by Home & Community Support Services or any other agencies.
Valley Visitors	Visits are provided to Seniors and persons recuperating from illness. This program matches volunteers with persons who would like a friendly regular visit.	Lyn Morley and Norine Baron plus 8 volunteers	Anyone in the community who qualifies.
Christmas Hampers	Hampers, which include gifts and festive food and treats, are made available to community members in need the week before Christmas.	Executive Director, Board member(s) and approx. 50 volunteers.	Anyone in the community who is in need.
Thanksgiving Community Dinner	A Thanksgiving Dinner prepared and served at the Community Center.	Executive Director, Ted DeCorso, Teresa Pearson, Board Members, local chefs and many community volunteers	All members of the community
Easter Eggstravaganza	This is a free community celebration and was run for the 4th time this year. Easter egg hunts, prizes arts and crafts make this a very successful community event.	Executive Director, Jennifer Gordon and Fran Bouwman along with numerous volunteers.	Families and their children
Silent Auction	BVO conducted its 10 th Annual Silent Auction in October 2005. This is our major fundraiser of the year!	Organized by Karen Stewart with the help of approximately 40 volunteers.	Community members
Katimavik	This is a national program that brings young people together from across Canada to volunteer in host communities to gain valuable experience. We completed our final 4 th year for this opportunity	Executive Director	Katimavik volunteers provided support to many BVO programs.

Do any of these programs or services call out to you? Consider your skills and interests. Consider the amount of time you are willing to give. Do you enjoy visiting and talking with people? Do you like to drive? Are you steeped with keen fashion sense? Are you a creative, crafts person?

Whatever your interests or skills, we can find a place for you at BVO and we will benefit from all you have to offer.

NOTES – [Why not make yourself a few notes as you consider what area of BVO might be of interest to you?]

OUR PARTNERS

Grey-Bruce Community Legal Clinic – provides free legal information, advice and representation, as well as other services, to low-income residents of Grey and Bruce counties.

My Friend's House – is an emergency shelter for abused women with or without children in Collingwood. A representative from the shelter will take appointments at the BVO Community Office by appointment.

Tracks Employment Service – is a job connect program for youth in our community, specifically for youths aged 16-24 who may be out of school and out of work.

Family Y Employment Services – is an organization providing job opportunities, job counseling interview and resumé skills for members of our community aged 25 years and under. A counselor is available at the BVO Community Office by appointment.

Breaking Down Barriers – is a non-profit organization working to promote the attainment and maintenance of optimum independent living for persons with all disabilities. A representative is works out of the BVO offices on a regular basis.

VOLUNTEERS - VIPS

Volunteers are “very important people” and the heart of the BVO community. **You** enrich the BVO family by bringing your own unique experiences. **You** are a valuable source of new ideas, interests and knowledge. **You** are an essential component of our organization. **You** are the team members that support and enrich all the programs and services we offer. We at BVO believe that volunteering benefits the community as well as the individual.

Volunteering with BVO will help you become more aware of our community. **You** will develop a sense for what the community needs and you will share this information within BVO so that we might respond to those needs.

The successful involvement of volunteers in any organization is the responsibility of all members. The partnership between volunteers, staff and board members must be one of mutual respect, honesty and commitment. Teamwork is what will ultimately enable us to creatively solve the issues and challenges we face in our community. Together we can go forward, “making good things happen in our community.”

YOUR RIGHTS AS A BVO VOLUNTEER

- to be interviewed and given assignments which take into consideration your personal preferences and skills prior to taking on any volunteer tasks;
- to receive appropriate orientation to the organization;
- to be treated as a co-worker and informed of changes in conditions surrounding your assignments;
- to have the opportunity to voice your opinions;
- to have a variety of experiences within our organization and
- to be recognized and supported for your input.

THE RIGHTS OF BVO AS AN ORGANIZATION

- to expect cooperation and commitment from volunteers;
- to determine, in consultation with you, which assignments are appropriate for you within the framework of the organization;
- to decline to place a prospective volunteer if the person is unsuitable for an assignment;
- to release a volunteer who does not operate within the policies established by BVO.

YOUR RESPONSIBILITIES AS A BVO VOLUNTEER

- to work cooperatively as part of our team to implement the objectives and policies of BVO;

- to maintain the strictest confidentiality of all information obtained at BVO;
- to attend orientation and training session;
- to be open and honest with each other and to accept guidance from each other;
- to maintain a smooth working relationship with the staff and stay within the agreed bounds of volunteer responsibility;
- to be willing to learn and seek honest feedback;
- to record all hours of service;
- to bring the priceless gifts of enthusiasm, ideas and energy to your time at BVO!

THE RESPONSIBILITIES OF BVO AS AN ORGANIZATION

- to enhance your experience by providing learning opportunities conducive to your growth and to give you support and recognition;
- to ensure proper training/orientation opportunities for you in order to support and enhance good relations with staff, other volunteers and our clients;
- to provide an overview of your accountabilities and responsibilities;
- to inform you of any significant changes which directly affect your relationship with BVO;
- to provide procedures for conflict resolution;
- to provide volunteers with a safe, clean, organized and structured environment.

OATH OF CONFIDENTIALITY

Everyone involved with BVO [Staff, Board Members and Volunteers] is expected to commit and adhere to the following:

- No one will engage in discussion of situations or cases within or outside of BVO except on a need to know basis as is required for the appropriate conduct of Beaver Valley Outreach.
- Everyone will undertake, as part of the condition of their volunteer placement, to keep in strict confidence any information concerning participants of BVO programs and services or any persons who donate to BVO.

CODE OF ETHICS

Everyone involved with BVO [Staff, Board Members and Volunteers] is expected to meet and follow these standards of conduct:

- Everyone will fulfill his/her obligations and responsibilities with integrity.

- Everyone will protect the privacy of those who use the services of BVO and hold in confidence all acquired information concerning clients, staff, board members, donors and volunteers.
- Everyone will serve clients in a friendly, respectful, conscientious and efficient manner.
- Volunteers, staff and board members will treat each other and our clients with respect and cooperate with each other to facilitate the good of BVO.

PRIVACY POLICY

PERSONAL INFORMATION PROTECTION AND ELECTRONIC DOCUMENTS ACT [PIPEDA] – The full details of BVO’s Privacy Policy may be found in the Policies and Procedures Manual. You are encouraged to familiarize yourself with this policy.

The underlying philosophy is that BVO is accountable for the protection of personal information collected from clients, donors, members, employees and volunteers AND the fair handling of that information at all times.

PIPEDA requires:

- That the clear consent of an individual must be obtained before we collect, use or disclose personal information about that individual, except when it is unreasonable to obtain consent or when the information is public knowledge;
- That we use the acquired information only for the purposes for which we have secured consent;
- That the information is protected from unauthorized access or use;
- That we keep the information up to date and correct so as not to make decisions based on wrong information;
- That the information is destroyed when it is no longer needed for the original purpose; and
- That BVO implement accountability mechanisms to ensure compliance with all points.

This policy will be applied to all personal information collected, used or disclosed, whether factual or subjective, about an identifiable individual during the course of commercial activities. It is the responsibility of the BVO Board to ensure that those individuals, groups/organizations and/or businesses that have been approved, designated or contracted to act for or on its behalf are aware of and in compliance with the principles set forth in the Privacy Policy of BVO.

SAFETY IN THE WORKPLACE

Your safety and that of our clients and program participants is very important to BVO. Every effort will be made to provide a safe and healthy place to work. A safe environment requires the cooperation of everyone. We all have a responsibility to ensure that we are exercising safe work practices and procedures. You are expected to follow safe operating procedures, to call attention to any unsafe conditions and to maintain good housekeeping practices.

FIRE PROCEDURES

The Staff at BVO and the Treasure Shop Team Leaders are familiar with safety fire procedures and you are expected to follow their lead in the event of fire within the building. Your responsibility is to leave the building as calmly and quickly as possible when you become aware of a fire. Please try to remember to close doors behind you. Once safely outside, move away from the building as quickly as possible.

HARASSMENT POLICY

BVO is committed to providing a harassment free environment. Mutual respect must be the basis of interaction, cooperation and understanding. Behaviour that is likely to undermine the dignity or self-esteem of an individual or create an intimidating, hostile or offensive environment will not be tolerated. This policy applies to all volunteers and staff as well as our clients.

Harassment can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates, insults or degrades. “Unwelcome” or “unwanted” in this context means any actions, which the harasser knows or ought to reasonably know are not desired by the victim of the harassment. Prohibited grounds under the Ontario Human Rights Code include – race, sex, age, marital status, sexual orientation and disability.

Harassment is not a joke. It creates feelings of uneasiness, humiliation and discomfort. It is an expression of perceived superiority by the harasser over another person, usually for reasons over which the victim has little or no control – sex, race, age, creed, colour, disability, marital status, sexual orientation, political or religious affiliation or place of national origin.

VOLUNTEER CONCERNS

In the interest of good working relationships, it is extremely important that you feel free to discuss any concerns, problems, complaints, or matter of dissatisfaction that may arise. You are urged to bring your concerns forward for discussion. It is the commitment of the Board of Directors that a formal complaint by a volunteer be resolved as promptly as possible. Where appropriate, volunteers are expected to first discuss their complaint with the appropriate program coordinator, team leader or Executive Director to allow her/him the opportunity to settle the complaint. If the volunteer is not satisfied with the action taken by these individuals, then the volunteer may initiate an appeal as follows:

- Contact the Executive Board Member[s] responsible for conflict resolution as promptly as possible to discuss the situation. [The Board Member[s] responsible for conflict resolution will be members of the Executive and there will always be a minimum of two members assigned this accountability]
- It is expected the complaint will be presented in writing.

The complaint will then be discussed with all concerned parties and the Board Chair will be advised. All complaints will be dealt with as efficiently and effectively as the specific situation permits. The appropriate Executive Board Member[s] will advise the volunteer who lodged the complaint of the outcome. It is our objective to resolve all concerns in a spirit of friendliness, cooperation and fairness.

REPORTING OF VOLUNTEER HOURS

All volunteers, including Board Members are asked to report the hours they volunteer. This enables BVO to recognize you for your contribution. Additionally, the number of hours contributed to BVO helps if and when we need to request grant monies.

Please complete your hours on the available timesheets on a daily basis. The timesheets will be collected by the Volunteer Coordinator or her/his delegate, totaled and delivered to the Administrative Assistant.

If you are scheduled for an assignment and you are ill or otherwise absent, please make every effort to find a replacement and advise the program coordinator or team leader.

PROCESS FOR OBTAINING CRIMINAL REFERENCE CHECK

- The Criminal Reference check shall consist of a check through the Canadian Police Information Computer [CPIC] system to secure information regarding outstanding Criminal convictions for which a pardon has not been granted.
- You will obtain the form directly from the Executive Director before going to the police department.
- You are not responsible to pay the charges for this reference check.
- All information obtained through this reference check will be held in the strictest of confidence and the results will be filed in each individual's file.

Volunteer files are kept in a locked cabinet under the control of the Executive Director or her/his designate.

If a candidate is not suitable for volunteering with BVO, all information regarding the Criminal Reference Check will be returned to the individual.

SUPPORT AND RECOGNITION

Volunteers, or VIPs, enrich the BVO family through your involvement and participation. BVO is committed to make every effort to support your work and your initiatives.

Staff and Board Members, Team Leaders and Program Coordinators will provide feedback to you on an ongoing basis. It will be our pleasure to demonstrate appreciation in the form of a special event in your honour at least annually.

PERSONAL AND PROFESSIONAL DEVELOPMENT

The Board of Directors and the Executive Director will offer volunteers the opportunity to participate in personal and professional development courses as funding permits. Such courses can enrich your volunteer commitment.