

**CONTENTS**

**Section A: GENERAL POLICIES AND PROCEDURES**

**Section B: YOUTH VOLUNTEER POLICIES AND PROCEDURES**

**Section C: CONTACT INFORMATION**

**A. GENERAL POLICIES & PROCEDURES**

**NOTIFICATION OF ABSENCE:** Please contact us as soon as possible if you are not able to fulfill your volunteer service for any reason - illness, scheduling conflict, etc.

**VALUABLES:** Please try to avoid bringing valuables with you as Canadian Zalmi Society cannot be responsible for any damage or loss. If you need to bring a purse (etc.), discuss safe storage with your supervisor.

**VOLUNTEER HOURS:** When you arrive, check in with your supervisor so they know you have arrived.

Document the time you arrived by signing-in and when you are done for the day sign-out so that we can keep track of your volunteer hours. Please ask your supervisor what procedure you are to use as it varies from program to program.

**ORIENTATION AND TRAINING** will be provided to all volunteers. A general orientation to The Canadian Zalmi Society and training specific to the job they will be doing will be provided by the supervisor of the volunteer position.

**SAFE ENVIRONMENT FOR CHILDREN, YOUTH AND VULNERABLE ADULTS:** Canadian Zalmi Society takes the safety of children, youth and vulnerable adults very seriously and conducts background checks and a

training program called Safe from Harm to insure their safety. Ongoing volunteers who will be working

directly with children, youth or vulnerable adults will be required to have a criminal background check

conducted and attend training regarding work with these special populations. Safe from Harm training

can be done by attending a class or completing an online course.

**CHILD ABUSE, SEXUAL ABUSE, PHYSICAL, MENTAL, OR SEXUAL HARASSMENT:** Volunteers witnessing

child abuse, sexual abuse, physical, mental or sexual harassment must report it immediately to their

supervisor or other Canadian Zalmi Society staff. Canadian Zalmi Society does not condone any such incidents. If you have questions regarding what constitutes abuse or harassment, please contact your supervisor.

**CONFIDENTIALITY** is a right guaranteed to our clients, donors and our volunteers. Clients’ and donors’

needs, concerns, personal problems and financial status are not to be discussed with anyone other than

the appropriate staff member. A criminal background check is required for volunteers in positions

dealing with sensitive information. Volunteer applications, evaluation and other volunteer information

will also be kept completely confidential.

**NON-DISCRIMINATION POLICY:** It is Canadian Zalmi Society policy that there will be no discrimination or harassment in its programs, activities or employment. Paid staff and volunteers need to treat people with dignity and respect.

**CANADIAN ZALMI SOCIETY REPRESENTATION:** All actions or statements that reflect on, cause obligation to, or affect financially Canadian Zalmi Society must have prior approval by agency staff. These may include, but are not limited to, lobby government or other organizations, statements to the press, the signing of contracts or assuming financial obligations. Volunteers taking on such responsibilities must have these duties clearly defined in their job descriptions.

**MONEY:** A Canadian Zalmi Society volunteer, acting in an official capacity, shall not take any action that would

result in the volunteer’s financial benefit. They will not ask for or receive for themselves or for a

member of their household, directly or indirectly, any moneys or gifts from clients. A Canadian Zalmi Society

volunteer cannot give any of his/her personal money to a client under any circumstance.

**VEHICLE USE:** If your volunteer position requires the use of a Canadian Zalmi Society vehicle, you will need to

complete a motor vehicle report check, show proof of a valid driver’s license, and you may need to

complete a health exam for MN Department of Transportation purposes, depending on the vehicle

used. If you are using your own vehicle for Canadian Zalmi Society purposes, you will also need to show proof of

insurance.

**DRUG AND ALCOHOL USE:** Volunteers are subject to immediate dismissal if they are under the influence

of drugs or alcohol while performing their volunteer duties. Volunteers may not bring drugs or alcohol

into a Canadian Zalmi Society facility or program site under any circumstances. Volunteers are also not

permitted to purchase alcohol, drugs or cigarettes for or from any of the clients.

**SMOKING** is not permitted in Canadian Zalmi Society facilities. Please ask your supervisor if there is a designated

smoking area.

**PROHITED WEAPONS:** Canadian Zalmi Society policy prohibits all persons (including employees, volunteers,

customers, invitees, guests or other visitors) from carrying a prohibited weapon of any kind onto

Canadian Zalmi Society property regardless whether the person is licensed to carry the weapon or not.

Prohibited weapons include any form of firearm, explosive device, or other device that is generally

considered to be a weapon.

**THEFT:** Theft or pilferage of cash or merchandise by a client, volunteer or paid staff member is a serious

offense and should be reported to the supervisor. Losses of this type affect us. Theft negatively affects

not only our ability to deliver services, but also the trust upon which our staff structure is based. Theft is

cause for immediate dismissal.

**CHILDREN:** For some volunteer positions, such as bell ringing, children are welcome to volunteer with

you. There are other volunteer positions where children are not allowed for safety reasons. Please check

with your supervisor prior to volunteering about bringing children along with you. If you do have

children with you, they must remain under your supervision. They must abide by the same standards

that we have for volunteers.

**DRESS** according to what is appropriate and comfortable for your volunteer position. Since The Salvation

Army is a Christian organization, we ask that volunteers be respectful in dress and do not wear attire

that could be offensive or advertise products such as alcohol. Please ask your supervisor if you have any

questions regarding what is appropriate dress.

**RECOGNITION** will be an ongoing process. As a volunteer, you have the right to be acknowledged and

appreciated for your valuable contribution to Canadian Zalmi Society.

**REFERENCES** are always gladly provided for volunteers upon request. Position descriptions, sign-in

sheets and time cards serve as tools for preparing references.

**SOCIAL SERVICE PARTICIPANTS AND VOLUNTEERING:** Participants in Canadian Zalmi Society’s social service programs may not be used as volunteers in the unit/program department providing them direct service, either by their own free will or as a condition of receiving assistance or in exchange for assistance given. Current social service participants may volunteer in another unit/program department.

**VOLUNTEER PROFILE:** As a Canadian Zalmi Society volunteer, we will record the contact information you

provide and the hours you volunteer in our volunteer database. You may review this information by

logging into myvolunteerpage.com. Canadian Zalmi Society recommends that you keep your contact

information up to date in your volunteer profile.

**USE OF FACILITY:** Volunteers may have access to the facility and its equipment when staff is available to

supervise. Usage of technological equipment, such as computers, Internet, fax machines, copy machines

and printers is limited to those who are trained to use the equipment. The equipment should only be

used to fulfill your volunteer duties and not for personal use, unless your supervisor gives you permission.

**RESIGNATION:** Volunteers are requested to notify their supervisor two weeks before leaving when at all

possible. The staff appreciates your time, talents and interests, and knows that changes will occur.

**DISMISSAL** of a volunteer is a serious consideration. A meeting between staff, the volunteer and the

Director of Volunteer Services (or a designated representative) will occur before dismissal, in an effort to

reach a resolution. Dismissal of a volunteer may take place if a volunteer is unreliable, irresponsible,

disruptive, demonstrating inappropriate behavior or failing to adhere to the policies and procedures of

Canadian Zalmi Society and it programs.

**ADDITIONAL POLICIES AND PROCEDURES** may be in place for specific programs. Your supervisor will

notify you of specific policies you need to be aware of for your volunteer opportunity.

**B. YOUTH VOLUNTEER POLICIES AND PROCEDURES**

**PARENT/GUARDIAN APPROVAL:** Youth under the age of 18 must have written permission to volunteer.

We will send you a consent form after identifying an appropriate volunteer opportunity.

**SUPERVISION REQUIREMENTS:** Adults are needed to monitor behavior and keep young volunteers on

task. We ask that you use following kids to adult ratios for providing chaperones and supervisors for

your young volunteers:

3:1 elementary students

5:1 junior high students

10:1 high school students

**NOTIFICATION OF ABSENCE:** Please contact us as soon as possible if you are not able to fulfill your

volunteer service for any reason.

**ARRIVAL:** Please let your supervisor know you have arrived and that you are ready to start.

**ORIENTATION** will be provided to all volunteers. A general orientation to Canadian Zalmi Society and the

site in which you are volunteering will be provided by the supervisor of the volunteer position.

**TRAINING** will be provided by staff for all volunteers. Each volunteer will be assigned a supervisor and

will receive specific training to the volunteer position.

**DRESS:** Kid volunteers must be dressed appropriately to participate in Canadian Zalmi Society activities.

Offensive t-shirts, hats and other clothing items are strictly prohibited. Close-toes shoes are required

when working with food.

**VALUABLES:** Please try to avoid bringing valuables with you as Canadian Zalmi Society is not responsible for any damage or loss of the items. If you need to bring a purse or some other valuable item, discuss safe storage with your supervisor prior to volunteering.

**CONFIDENTIALITY** is a right guaranteed to our clients and our volunteers. Clients’ needs, concerns and

personal problems are not to be discussed with anyone other than the appropriate staff member.

Volunteer applications, evaluations and other information will also be kept completely confidential.

**C. CONTACT INFORMATION**

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