



**Volunteer**  
**Handbook**

## Safe 'N Sound Information

### Address

Safe 'N Sound,  
310 8<sup>th</sup> St., E.,  
Owen Sound, On.,  
N4K 1L4.

### Phone Numbers

The Space 519-470-7233  
The EPL 519-470-2222

### Email Address

[ed@safensoundgreybruce.ca](mailto:ed@safensoundgreybruce.ca)

### Website

[www.safensoundgreybruce.ca/](http://www.safensoundgreybruce.ca/)

Welcome to Safe 'N Sound

I would personally like to welcome you and feel grateful that you have chosen to volunteer with us at Safe 'N Sound. Volunteers are a vital to our organization to have the ability to help as many people as possible. Volunteers can get involved in different ways: helping with our After-Hours Emergency Phone Line, lunch program, donation program, and fundraising. I hope that whichever direction you have you have selected is both a rewarding and positive experience. The following information package includes details about our organization and the roles and responsibilities of our volunteers. If you have any questions, please feel free our executive director at 519-470-7233. Once again thank you and welcome to Safe 'N Sound.

### About Homelessness

#### Definition

Canada has been experiencing an increasing population and declining wages—minimum wage has not kept up with inflation. As a result, Canadian Homelessness has increased, and many more are at-risk of becoming homeless.

People who are homeless or at risk of homelessness include men, women, families with children, youth, older adults and seniors, veterans, and Indigenous people. When people are homeless in Canada, they stay in emergency shelters, violence against women shelters, and temporary or provisional places such as motels, interim housing, short-term rentals, and institutional care. Others are unsheltered or among the “hidden homeless,” temporarily living with family and friends couch surfing, in cars, or elsewhere because they do not have anywhere else to live.

#### Target Population and Service Approach

“Homelessness is understood to take the shape of a spiral with various entry re-entry points which could include: an economic or personal crisis; discharge from a mental health institution, rehabilitation or criminal justice facility, or ‘graduation’ from the child welfare system; low income; illness; addiction; or a history of sexual and/or emotional abuse.” Effective supports for the target population must address the multiple factors that contribute to the circumstances that a client presents with.

People whom are homeless and those who are at risk of being homeless are best served within their own communities wherever possible to decrease isolation, promote

community capacity to assist their own individuals in need, and reduce the trauma of uprooting persons from their community and its inherent supports.

The population need for Safe 'N Sound services was assessed based on documented research evidence at the national provincial and local level and the organizations day to day experience, since it was established.

## Introduction to

## Safe 'N Sound

### History of Safe 'N Sound

Safe 'N Sound Residence Inc. was formed in 2007 by a group of local citizens concerned about the lack of emergency shelter in Grey and Bruce Counties. At that time, the Board of Directors began a strategic planning process. From that they commissioned the Report on Homelessness in Grey Bruce, by Glenda Clarke. In September 2008 SNS received an Ontario Trillium Foundation grant and was able to hire a program coordinator, and a service delivery model was created. The 8th St. E. Owen Sound, "The Space," was then secured. As a temporary measure, in the winter of 2008 area hotels agreed to provide emergency shelter through an Emergency Housing Phone Line.

Safe 'N Sound has not yet been able to establish an emergency shelter facility but has continued with the EPL. The Space has served as a drop-in centre for those experiencing the effects of poverty or homelessness risk.

Throughout the years there have been numerous fundraisers, and events to get the community involved in our organization; in 2010, a group for artists called Studio XX provided artwork, in 2014, SNS conducted a Pop-Up Street Store, to give clothing away, in 2018 was our first Soup Market and Golf Tournaments, and in 2019, was our first Coldest Night of the Year.

Vision Statement Safe 'N Sound Residence envisions a community committed to ending homelessness where everyone has a safe shelter with appropriate services.

Mission Statement Safe 'N Sound Residence provides safe emergency shelter and support for homeless people, in partnership with community services, and public education and advocacy for homelessness prevention.

## Guiding Values and Principles

1. We believe our organization should be consistently working towards our own goals and maintain a commitment to learning what is reflective of our vision.
2. We believe that our internal processes and decisions should strive for consensus.
3. We believe that every human being has fundamental rights.
4. We believe that everyone should be treated with dignity. They are entitled to a bed, not a floor. They are entitled to health, nutrition, and safety.
5. We believe in providing services which are respectful, inclusive, and non-judgemental. We wish to encourage a respectful community, recognizing and drawing on community expertise, and ensuring accountability of services to the community.

## Valuing Diversity and Dignity at Work

### Valuing Diversity

We believe that people from different backgrounds can bring fresh ideas, thinking and approaches which make the work we do more effective and efficient.

The organization will not tolerate direct or indirect discrimination against any person on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation.

It is also the responsibility of all volunteers in their daily actions, decisions, and behaviour to try to promote these concepts, to comply with all relevant legislation, and to ensure that they do not discriminate against colleagues, people we support, suppliers or any other person associated with the organization.

### Key Actions

In adopting these principles, Safe 'N Sound:

1. Will not tolerate acts that breach this policy, and all such breaches or alleged breaches will be taken seriously, be fully investigated and may be subject to disciplinary action where appropriate.
2. Fully recognizes its legal obligations under all relevant legislation and codes of practice.

3. Will allow volunteers to pursue any matter through the internal procedures which they believe has exposed them to inequitable treatment within the scope of this policy.
4. Will provide all volunteers the training and development that they need to carry out their job effectively.
5. Will provide all reasonable assistance to volunteers who are or who become disabled, making reasonable adjustments wherever possible to provide continued employment. We will ensure an appropriate risk assessment is carried out and that appropriate specialist advice is obtained when necessary.
6. Will distribute and publicize this policy statement throughout the organization.

### Dignity at Work

The organization believes that the working environment should at all times be supportive of the dignity and respect of individuals. If a complaint of harassment is brought to the attention of the Executive Director, Hr Committee, or the Board of Directors, it will be investigated promptly, and appropriate action will be taken.

### Harassment

Harassment can be defined as “conduct, which is unwanted and offensive and affects the dignity of an individual or group of individuals.”

Sexual harassment is defined as “unwanted conduct of a sexual nature, or other conduct based on sex, affecting the dignity of women and men at work.” This can include unwelcome physical, verbal and or non-verbal conduct.

People can be subject to harassment for a wide variety of reasons including:

- Race, ethnic origin, nationality, or skin colour
- Sex or sexual orientation
- Religious or political convictions
- Willingness to challenge harassment, leading to victimization.
- Disabilities, sensory impairments or learning difficulties.
- Status as ex-offenders
- Age
- Real or suspected infection with a blood borne virus.

The ways that a person can be harassed include:

- Physical contact ranging from touching to serious assault.
- Verbal and written harassment through jokes, offensive language, gossip and slander, sectarian songs, letters and so on

- Visual display of posters, graffiti, obscene gestures, flags and emblems
- Isolation or non-cooperation at work, exclusion from social activities
- Coercion ranging from pressure for sexual favours to pressure to participate in political/religious groups.
- Intrusion by pestering, spying, following someone.
- Bullying

### What Should I Do If Harassed?

If you feel you or others are being harassed, you are strongly encouraged to seek early advice/support from Executive Director. If you feel you Executive Director is harassing you, then you should contact the HR Committee or the Board of Directors.

You should also keep a written record detailing the incidents of harassment and any requests made to the harasser to stop. This written record should be made as soon as possible after the events giving rise to concern and should include dates, times, places, and the circumstances of what happened.

### Starting with Safe 'N Sound

#### Standards of Performance and Behaviour at Work

Appearance: Safe 'N Sound does not seek to inhibit individual choice in relation to your appearance. However, you are expected to dress appropriately at all times in relation to your role, and to ensure that your personal hygiene and grooming are properly attended to prior to presenting yourself to work.

Organization Premises: You must not remove property from the organization's premises unless prior authority has been given.

Personal Property: Any personal property such as jewellery, cash, credit cards, clothes, cars, motorbikes or bicycles, etc... left on Safe 'N Sound premises, is done so entirely at your own risk. You are strongly advised not to leave any valuables unattended. Safe 'N Sound does not accept liability for loss or damage to any personal property whatsoever.

Telephones and Computers: Organization's phones and computers or office supplies must not be used for private purposes without prior permission. If, for any reason,

personal use is made of these items then arrangements must be made to pay the cost price of all services used.

Smoking and Other Substances at Work: Legislation exist which makes it illegal to smoke in enclosed public spaces. Smoking, including e-cigarettes, is therefore strictly prohibited on all organization's premises, including entrances and exits. Outside areas have been identified for those who wish to smoke during their breaktime.

Bringing alcohol, marijuana or any unlawful drugs to the workplace, and or using them at Safe 'N Sound, is strictly prohibited both during work time and or during a period prior to work where the effects carry over to the workplace. Any such instances will be dealt with and may lead to your dismissal.

Confidentiality: As a condition of volunteering, you have a duty of confidentiality with regards to Safe 'N Sound. During the course of your volunteering, you may find yourself in possession of sensitive information, the disclosure of which could be construed as a breach of confidentiality. You must not discuss any organization's sensitive or confidential matter whatsoever with any outside people, or organizations, including media. Any such breach of confidentiality would be deemed as gross misconduct except as otherwise provided or as permitted by any current legislation and could lead to your dismissal.

Media: No formal statements can be made regarding Safe 'N Sound to the media unless expressly permitted by the Executive Director.

### Changes in Personal Information for Volunteer Purposes

It is important that our records are correct, as inaccurate, or out of date information may affect your volunteering or cause difficulties in situations where contact is required for emergencies. You **must** notify your Executive Director immediately of all changes in the following personal information.

- Name
- Home address
- Phone number
- Emergency contact
- Criminal charge, caution, or conviction
- Conflict, or potential conflict of interest

Personal data on volunteers are held in accordance and will be made available for inspection by you if required.

I \_\_\_\_\_ have read and understand the information,  
herein the volunteer manual on this date \_\_\_\_\_  
and agree to uphold Safe N Sounds values, missions, and goals.

I understand that all religious and personal beliefs are respected but to be left outside of  
the organization and personal religious or spiritual beliefs are not to be pushed upon  
staff or participants.

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