



Volunteer Handbook

On behalf of Vulcan and Region Family and Community Support Services (VRFCS), and Vulcan Regional Food Bank Society (VRFBS), I would like to welcome you to our organization. We are delighted you have chosen to volunteer for VRFCS/VRFBS; you will be helping us meet our mission, vision, and goals.

Thank you for your time and commitment. I am sure you will benefit from your experience with us. Your role will be invaluable to our programs and services and we look forward to your contributions. We recognize the most valuable assets to any organization and community are the people. It is our goal to be a kind and respectful place you give of your time, where people are recognized for their strengths and will be given the opportunity to reach their full potential.

A Volunteer Handbook will be provided to answer some of the questions you may have, and our staff is always here to support you.

If you have any questions, please feel free to contact me at 403-485-2192 or reception@vulcanandregionfcs.com

Once again, welcome and thank you.

Sincerely,

Volunteer Services Coordinator
Vulcan and Region FCSS and Vulcan Regional Food Bank

This handbook will help you get started volunteering. It can also be a reference tool as you gain more experience and questions arise.

Recording Your Hours

You play a significant role in the work and mission of VRFCSS/VRFB, so it is important that we identify and track your volunteer activity. You can benefit from tracking your hours as this information might be needed for a job or education program application, to expand your resume or simply to know the hours you have worked and the impact of your work with program participants. All hours will be captured on your *Volunteer Record of Hours* form or Volunteer Connector online.

Supervision

One or more staff members in your site are considered your day-to-day supervisors. Ask your supervisor if you have any questions about your assignment duties or the clients you are helping. Please be sure to know who your Supervisor is and how to reach them.

Reporting Illness or Injury

If you become ill or injured while volunteering, please tell your supervisor immediately.

Appearance

Good hygiene and appropriate clothing are basic to a successful volunteer experience. At all times while performing duties, all volunteers must dress in a manner that is appropriate to:

- Their assigned responsibilities.
- Safety and weather conditions.
- Representing the image of the organization.

Hand Hygiene

The best way to prevent spreading germs and infections is to clean your hands. Cleaning your hands removes germs from your hands or kills germs so you don't spread the germs to yourself or other people. There are two ways to clean your hands: soap and water or use an alcohol-based hand rub (ABHR).

Hand hygiene should be done:

- before and after a volunteer shift
- before and after contact with program participants
- after contact with equipment or surfaces in program areas
- after using disposable tissues or a handkerchief
- when hands are obviously soiled
- after handling dirty items
- after using the bathroom
- before and after eating or drinking

Fragrances

Many people are allergic or sensitive to perfumes or other scented products. Please do not wear these products when you are volunteering.

Smoking

Smoking and/or vaping is prohibited in all VRFCSS/VRFBSS buildings. We ask that you refrain from both while you are volunteering.

Use of Drugs & Alcohol

You may not volunteer for VRFCSS/VRFBSS while under the influence of drugs or alcohol. Non-compliance is grounds for dismissal.

Telephones & Electronic Devices

Electronic devices can be a distraction, so we ask that you focus on your task and wait until breaks before checking your electronic device.

Communication & Concerns Resolution

Your opinions and concerns are valuable in helping us to provide quality programs and services. Please contact your Supervisor or the Volunteer Services Coordinator to discuss any concerns or suggestions for improvement.

Termination of Volunteer Services

If you wish to end your volunteer placement, please notify your Supervisor or the Volunteer Services Coordinator as far in advance as possible. You may be asked to complete an exit interview survey.

Sometimes things don't work out well for volunteers in their placement. You may be asked to terminate your volunteer placement for any of the following reasons:

- Breach of confidentiality.
- Extended absence with no explanation.
- Volunteering while under the influence of drugs or alcohol.
- Failure to follow VRFCSS/VRFBSS policies and procedures resulting in a threat to the safety and security of clients, staff, visitors or other volunteers.
- If it is in the best interest of the volunteer or program.
- Conflicts with staff, other volunteers or clients that cannot be resolved.

Acceptance of Gifts and Tips

Volunteers are prohibited from taking gifts or monetary rewards from clients.

References

If you plan to use your volunteer experience as a reference for future employment or education, and you are proud of the work you have done please ask for a letter of reference.

Vulcan and Region Family and Community Support Services (VRFCSS) and Vulcan Regional Food Bank Society (VRFBSS) are public bodies and therefore the personal information is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act. Personal information about you is collected, used and disclosed by the organization for the purposes of human resource management under the authority of the Freedom of Information and Protection of Privacy Act (FOIP). Only that personal information reasonably required for those purposes will be collected, used, or disclosed.