



sources

COMMUNITY RESOURCE CENTRES

# Volunteer Handbook

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## WELCOME TO SOURCES!

We are so happy to welcome you as a volunteer with Sources Community Resource Society. Volunteers bring to our community a wide variety of talent and knowledge that make it possible for all of us to serve the most vulnerable and at risk members of the White Rock, Surrey, Delta, Langley and Prince George communities.

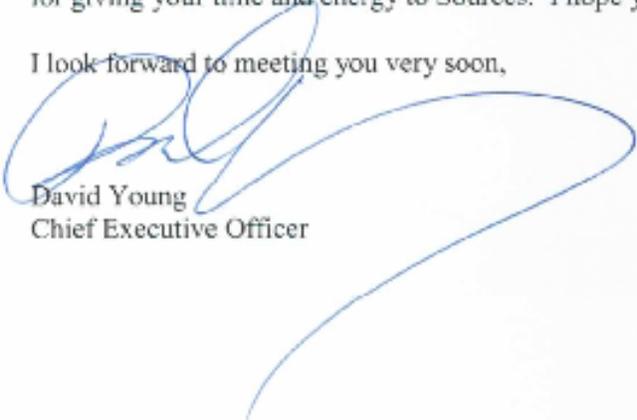
Volunteerism plays an important role in promoting social wellness to our communities. Your volunteer work will make your neighbourhood a better place to live and the people with whom you share a community will feel a sense of 'home'. You also may make new professional contacts and gain valuable experience for future career goals. I do hope you find others to connect with, who will laugh with you and work steadily by your side. You may find that your seemingly small role with Sources is rather large and instrumental were you not there.

From April 2014 to March 2015, 255 volunteers donated over 30,500 hours of their time. Volunteers share their skills in front-line work, fundraising, education, special events, accounting, advocacy and so much more. As you learn more about Sources, you may discover other areas of interest that you wish to pursue. Ongoing learning and training is a passion of Sources and we will work with you as best as we can to help you along the way. We are all one community.

In the following pages you will find helpful information to guide you in your introduction to volunteer work at Sources Community Resource Society. As an accredited organization, we proudly stand by our Code of Ethics, Rights & Responsibilities and many other practices that lead the important work that we do. You will find that many policies will refer to you to the Sources Policy Manual. Please ask the Manager of Volunteer Resources for more information should you wish.

On behalf of our Board of Directors, our staff, our donors and, most importantly, our clients, I thank you for giving your time and energy to Sources. I hope your time with us will be long, fulfilling and joyful.

I look forward to meeting you very soon,



David Young  
Chief Executive Officer



# SOURCES COMMUNITY RESOURCE SOCIETY

## A. Mission Statement

To promote social wellness for our community

## B. History

In 1978, Peach Arch Community Services was founded to provide life skills, counselling, referral and other services to the White Rock community. As family and social challenges intensified, so did the need for Peach Arch Community Services' volunteers and staff to help those in need overcome adversity and build a better life.

In 2010, Sources was created and eventually merged with three other organizations: Gateway, Newton Advocacy Group Society and South Fraser Women's Services Society. These partnerships allowed for the strengthening and commitment to serve the people of White Rock, Surrey, Delta, Langley and Prince George in promoting an improved quality of life for all, and to build a sense of community which encourages each of us to support our neighbours in need.

Today, Sources is a non-profit Society with a Board of Directors made up of volunteers from the community. Board members offer varied backgrounds and areas of expertise. Our Society employs a team of over 250 staff members and has a core of approximately 220 active volunteers.

Sources provides many community-based programs such as:

- Infants with developmental delays programs
- Residential facilities for children and youth in crisis
- Residential facilities for adults with development disabilities
- Life Skills for adults living independently with developmental disabilities
- Drug and alcohol education, prevention and treatment
- Seniors programs including Volunteer Wheels and Shop By Phone
- Counseling and Education
- Women's Services and Trauma Counselling
- Employment services
- Services for people with autism
- 2 local food banks: White Rock/South Surrey and Langley
- 2 social enterprises: Sources Concierge and Sources Connection Café
- Advocacy, legal services and Homelessness Prevention programs

Sources is also very proud to be the first social service agency in British Columbia to have received international accreditation ~ a significant recognition that the services Sources provides meets the quality and best practice standards as set forth by an accrediting body.

### C. Professional Code of Ethics

All volunteers and personnel are expected to meet the Sources' Code of Ethics as follows:

- To regard the welfare of the individuals, groups and the community served as a primary obligation.
- To respect the privacy, dignity and other rights of clients, colleagues and other individuals while on the job.
- To hold herself or himself responsible for her/his conduct while on the job.
- To behave honestly in all aspects of the assigned job.
- To work towards increasing his/her job competency and be willing to share knowledge with colleagues and other community workers.
- To use care in expressing views on the finding, opinions, and job conduct of colleagues.
- To work cooperatively with other persons, having regard for their areas of competence.
- To use with care, in a responsible manner, information obtained in the course of work related relationships.
- To work for social change to promote the well-being of citizens of the community and to participate with colleagues and community members in social intervention designed to effect change consistent with the values, goals, and objectives of Sources Community Resource Society.
- To support the development of other community based social services which will enhance the lives of clients and other citizens of the community.
- To draw to the attention of the local community, individuals or groups purporting to offer or provide social services which are incompatible with the well-being of community members to whom the service is being offered.
- To foster policies, procedures and staff practices which enable staff and contractors to conduct themselves in accordance with the values, goals and objectives of Sources Community Resource Society.
- To work for the improvement and extension of education in the field of human service delivery.
- To abide by the Code of Ethics of respective professions, where applicable.

A violation of the Code of Ethics will result in disciplinary action, including possible dismissal. To report a suspected or observed violation of the Code of Ethics, staff and volunteers must follow the procedures as outline in Section 10.34 of the Sources Policy Manual or speak directly with the Director assigned to your program for guidance.

## **D. Client's Rights**

Sources assures every client is treated and considered equally. No preferential treatment is given to Board members, advisory committee members, staff, volunteers or consultants either in obtaining services in quality of services offered by Sources. Every client of Sources has access to a brochure outlining their rights and responsibilities.

The rights of client's are defined as follows:

- To refuse any service, treatment or dedication (unless mandated by law or court order).
- To participate in decisions about the services provided to you.
- To self-determination.
- To receive service that is non-coercive.
- To receive service that is free of discrimination.
- To see you file.
- To provide feedback about or request a review of the service you are receiving.
- To make a complaint about the service you are receiving.

For more information, please refer to section 5: Client Rights of the Sources' Policy Manual.

## **E. Privacy Statement**

Sources respects and upholds an individual's right to privacy and protects personal information. Personal information is information about an identifiable individual, but does not include the name, title or business address or telephone number of an employee of an organization. Sources is committed to ensuring compliance with applicable privacy legislation. For more information about Sources privacy policy, please refer to Sources Policy Manual, Section 4.

## **F. Workplace Bullying and Harassment**

Sources Community Resource Society will not accept or tolerate bullying and harassment in the workplace. All staff and volunteers will be treated in a fair and respectful manner. If it occurs, Sources may take disciplinary action up to and including dismissal. Harassment of person served, colleagues, those supervised or any other person with whom staff and volunteers have contact in the course of their work is prohibited.

For more information on bullying and harassment, and what you can do about it, please refer to Section 10.35 of the Policy and Procedure Manual.

# VOLUNTEER SERVICES

## A. Mandate

Volunteer Services supports the mission of Sources Community Resource Society by involving volunteers to support the programs and services that have been identified as needed by the community.

## B. Volunteer Rights and Responsibilities

As a volunteer with Sources Community Resource Society, you can expect the following:

- To be interviewed and screened by the Manager of Volunteer Resources or designate with attention given to any special requirements of your placement.
- To be formally oriented to Sources' program(s), policies and procedures with special attention given to the code of ethics and to the issue of client rights, confidentiality, harassment, diversity and progressive discipline.
- To be recognized and treated as a co-worker and part of the team.
- To be given a worthwhile and suitable assignment.
- To be well informed about Sources and its' programs.
- To be given on-the-job training and continuing education as applicable.
- To receive sound guidance and encouragement.
- To be reimbursed for expenses whenever possible.
- To be heard and to receive regular evaluation of your performance.
- To be given a safe working evaluation.

In return, we ask that you:

- Maintain a smooth working relationship with the paid staff.
- Be committed to the job at hand.
- Be dependable and sincere.
- Relate to the purpose and program of Sources.
- Maintain the integrity of Sources and respect all confidences of the employer and clients.
- Perform duties promptly, reliably and with enthusiasm.
- Be willing to learn and take part in orientation and training sessions.
- Accept the direction and decisions of the Manager of Volunteer Resources and/or immediate Supervisor.
- Give advance notice if you cannot make your assignment.

## C. **Orientation**

All volunteers are entitled to an introduction to Sources. This is held both by your immediate supervisor and by the Manager of Volunteer Resources. On the first day of your volunteer placement, your supervisor will review with you the:

- Volunteer Orientation Handbook
- Your job description
- Related program information and requirements
- Tour of worksite and an introduction to other volunteers and staff
- Health and safety information as required.

Once you have had your orientation, you will be paired with an experienced volunteer for training. Depending on your placement, training can take from a few hours to a few weeks. Please talk with your program supervisor about your comfort level with the tasks and the placement you have been assigned to. We are here to help!

Twice a year, the Manager of Volunteer Resources will hold a general Sources Orientation geared toward new volunteers, and other volunteer who may wish to attend. The purpose of this orientation session is to introduce other programs and services to volunteers who may wish to a) refer clients to other areas of Sources; b) volunteer in other areas of Sources or; c) learn more about what we have to offer.

## D. **Volunteer Appreciation**

Sources Community Resource Society involves volunteers in most levels of programs and services to recognize the diversity, the skills and the talent you bring to our organization. While serving your community, you can expect the opportunity to provide your opinions and suggestions on program quality improvements and explore ways of developing your own education and personal needs.

Sources offers a variety of occasions where volunteers are recognized for their contributions:

Annual Recognition BBQ ~ typically held in late June, we celebrate together with catering provided by the Sources Café and Food Truck, games, music and lots of chatter.

Team Meetings – each department will hold meetings with their volunteers to ensure volunteers meet one another, opinions and suggestions are shared and improvements to programs are developed.

Training Opportunities – often, training opportunities become available to volunteers to enhance their knowledge and skill set working in a particular volunteer role. Enhanced tools can further your ability to assist clients, and yourself, in certain situations.

Letter of Reference – After 48 hours of volunteer work, you are more than welcome to ask your program supervisor for a letter of reference which would outline the number of hours you have volunteered, the tasks you have performed and the program you volunteered with.

#### **E. Performance Reviews**

Volunteer reviews are an opportunity for you to self-assess the impact you make on the community, while ensuring you have been well prepared to so do, and are reaching Sources' and your goals with your volunteer work. Volunteer reviews are completed initially at 6 months, yearly up to 5 years and then every 2 years from then on. Volunteer reviews are completed with your program supervisor.

#### **F. Attendance / Vacation / Leave of Absence / Resignation**

If you are unable to attend your shift for any reason or you will be away for an extended period of time, please notify your program supervisor or the Manager of Volunteer Resources as soon as possible. If possible, please advise your program manager or the Manager of Volunteer Resources at least 2 weeks in advance if you are unable to continue with your volunteer work.

#### **G. Smoking**

Smoking is permitted outside only at Sources' designated areas.

#### **H. Drug and Alcohol Use**

There is to be no use of drugs or alcohol of any kind while on duty with Sources.

#### **I. Gifts to Volunteers**

Clients from time to time may wish to repay the kindness they receive from volunteers with gifts or money. Our main concern is not to offend, embarrass or upset clients; however, the offer of said gifts of money should be discouraged and graciously refused. If the gift is minor in nature (i.e. a cup of coffee), it may be accepted. If you have any questions or concerns, please ask your program supervisor or the Manager of Volunteer Resources.

#### **J. Health and Safety**

Sources considers safety to be essential in all work environments. If you experience an injury while on duty, report your injury immediately to your program supervisor or to the Manager of Volunteer Resources. For further information about Sources' policies and procedures, please refer to Section 7: Health and Safety of Sources' Policy Manual.

## **K. Incident Reports**

All volunteers are required to notify their program supervisor or the Manager of Volunteer Resources of injuries, car accidents, harassment or other incidents for investigation. Within 24 hours of such event, a “Sources Accident/Incident Report Form” must be completed. Your program supervisor or the Manager of Volunteer Resources will complete this form with you and investigate the incident further to ensure proper follow-up actions are taken and preventative measures are in place.

## **L. Criminal Record Checks**

Criminal Record Checks are completed for all volunteers before they begin their volunteer work with Sources. Should you incur a criminal record during their volunteer time with Sources, you must notify the Manager of Volunteer Resources immediately. Failure to do so will result in disciplinary action including possible dismissal. Additionally, if you have resigned from your volunteer post and decide to return to volunteer work with Sources after a 3-month time lapse, you will be asked to complete another Criminal Record Check.

## **M. Conflict of Interest**

A conflict of interest is a situation in which someone has competing professional or personal interests, which can make it difficult to fulfill his/her responsibilities impartially. Even if there is no evidence of improper actions, a conflict of interest can create an appearance of impropriety that can undermine confidence in the ability of that person to use his/her position with proper ethics. A conflict of interest can exist even if no unethical or improper act results from it. This is seen as a “conflict of roles” where the interest of one differs from that of others.

Staff are considered to be in a conflict of interest whenever they or members of their family, business partners or close personal associates may personally benefit either directly or indirectly, financially or otherwise, from their position in the agency. For further information about Sources’ policies and procedures, please refer to Section 10: Human Resources of Sources’ Policy Manual.

## **N. Media Contact**

Only the Chief Executive Office is authorized to comment publicly on the affairs of Sources or about any client, staff or colleague of Sources. The CEO may designate a spokesperson as appropriate to the request and needs of Sources. All public disclosure (e.g. media release, inquiries, etc.) about or related to Sources must be approved the Chief Executive Officer. Failure to comply with this policy may result in disciplinary action including possible dismissal.

*Updated August 2015*



I have received, read and understand the updated Sources' Volunteer Handbook, revised August 2015. This handbook highlights those policies, practices and procedures that are relevant to volunteers.

I understand I have access to the complete, updated Sources Personnel Policies, Practices and Procedures Manual. Once your criminal record check has been received by Sources, it will be shredded. Should you wish to read this Manual in its entirety, please phone Volunteer Services at 604-542-4357.

Name (please print) \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

**PLEASE RETURN TO VOLUNTEER SERVICES  
882 Maple Street, White Rock, BC V4B 4M2**



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