



# Volunteer Application Form

(Please Print)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone (H): \_\_\_\_\_ Phone (W): \_\_\_\_\_ Phone (C): \_\_\_\_\_

Email: \_\_\_\_\_

Occupation/Place of Employment \_\_\_\_\_

Work Experience & Education: \_\_\_\_\_

Volunteer Experience: \_\_\_\_\_

Where did you hear about volunteer opportunities at the YMCA of Greater Saint John?

Area of Interest (please select any areas you may be interested in volunteering)

**\*minimum age requirements**

- |                                                        |                                                      |                                                              |
|--------------------------------------------------------|------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Youth & Family Programming*   | <input type="checkbox"/> Health, Fitness & Aquatics* | <input type="checkbox"/> Newcomer Connections                |
| <input type="checkbox"/> Child Care*                   | <input type="checkbox"/> Membership Services         | <input type="checkbox"/> International                       |
| <input type="checkbox"/> After School Care & Day Camp* | <input type="checkbox"/> Rainbows*                   | <input type="checkbox"/> Philanthropy                        |
| <input type="checkbox"/> Child Minding*                | <input type="checkbox"/> Special Events              | <input type="checkbox"/> Facility Maintenance & Housekeeping |

I give consent to contact the following 3 references provided:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Please Note: As a condition of volunteering for the YMCA, the applicant is responsible for submitting a current satisfactory Criminal Record Check with a Vulnerable Sector Screening issued within 6 months prior to the start of a volunteer placement. Applicants that will have direct contact with children and youth will also be required to complete a Social Development Prior Consent form.**

**Volunteer**

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

For department use only:

Supervisor: \_\_\_\_\_

Location: \_\_\_\_\_



## Confidentiality Agreement

This Confidentiality Agreement ("Agreement") is entered into on \_\_\_\_\_, by and between the  
 (Date)  
 YMCA of Greater Saint John Inc. and \_\_\_\_\_ (thereafter known as "Volunteer").  
 (Employee/Volunteer)

1. **"Confidential Information."** For purposes of this Agreement, Confidential Information shall mean all strategic and development plans; financial conditions; business plans; co-developer identities; data; business records; donor/customer lists; project records; market reports; employee lists; and business manuals, policies and procedures; information relating to processes or theory; and all other information made available to the Employee/Volunteer.
  
2. **Non-Disclosure Obligation.** Employee promises and agrees to receive and hold the Confidential Information in confidence. Without limiting the generality of the foregoing, Employee further promises and agrees:
  - To protect and safeguard the Confidential Information against unauthorized use, publication or disclosure.
  - Not to use any of the Confidential Information except for the business purposes.
  - Not to – directly or indirectly – in any way, reveal, report, publish, disclose, transfer or otherwise use any of the Confidential Information except as specifically authorized by the YMCA of Greater Saint John Inc. in accordance with this Confidentiality Agreement.
  - To restrict access to the Confidential Information to those YMCA of Greater Saint John Inc. officers, directors and employees who clearly need such access to carry out the business purposes.
  - Not to make any use, publish or otherwise disclose to others, or permit others to use for their benefit or to the detriment of the YMCA of Greater Saint John Inc. any of the Confidential Information.
  - To comply with any other reasonable security measures requested in writing by the YMCA of Greater Saint John Inc.
  
3. **Exceptions:** The confidentiality obligations hereunder shall not apply to Confidential Information which: is, or later becomes, public knowledge other than by a breach of the provisions of this Agreement; is in the possession of the Employee/Volunteer, as evidenced by written records; or is independently received by the Employee/Volunteer from a third party, with no restrictions on disclosure.
  
4. **Return of Confidential Information.** The Employee/Volunteer agrees, upon termination of the relationship or upon the written request of the YMCA of Greater Saint John Inc., whichever is earlier, to promptly deliver to the YMCA of Greater Saint John Inc. all records, notes and other written, printed or tangible materials in the possession of the Employee/Volunteer, pertaining to the Confidential Information.

**Company:** YMCA of Greater Saint John Inc.

**Company Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Representative Position:** \_\_\_\_\_

**Employee/Volunteer:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature Required**



## CONFLICT OF INTEREST GUIDELINES

### INTRODUCTION:

1. The Guidelines on Conflict of Interest described below are effective immediately and apply to all employees of the YMCA of Greater Saint John Inc.; members of the Board of Directors of the YMCA (Employee/Volunteers).

2. For the purpose of these Guidelines "Employee/Volunteer" means:

*Any person who is an employee, or has a Personal Services Contract with the YMCA of Greater Saint John or is a member of the YMCA's Board of Directors, or a corporation controlled by such persons and who supplies goods and services to the YMCA.*

### OBJECT:

To establish rules of conduct respecting Conflict of Interest, so that the integrity of the YMCA of Greater Saint John is conserved at all times especially in the area of the administration of Government Grants and contributions.

### PRINCIPLES AND COMPLIANCE:

Employee/Volunteers are responsible for taking such action as is necessary to prevent real, potential or perceived conflicts of interest. More specifically:

1. Employee/Volunteers should not have private interests that would be affected particularly or significantly by the YMCA's actions in which they participate;
2. Employee/Volunteers should not step out of their official roles to assist entities or persons in their dealings with the YMCA where this would result in preferential treatment to any person or corporation.
3. Employee/Volunteers shall not directly or indirectly use, or allow the use of, YMCA property for anything other than officially approved activities.
4. Employee/Volunteers shall not knowingly take advantage of, or benefit from, information that is obtained in the course of their official duties and responsibilities and that is not generally available to the public.
5. Employee/Volunteers must not accord preferential treatment in relation to any official matter to family members or friends, or to organizations in which the employee/volunteer, family members or friends have an interest. Care must be taken to avoid being placed, or appearing to be placed, under obligation to any person or organization that might profit from special consideration by the employee/volunteer.
6. Employee/Volunteers should not accept, directly or indirectly, any gifts, hospitality or other benefits that could influence, or be perceived to influence, employee/volunteers in their judgement and performance of official duties;
7. Employee/Volunteers shall not allow themselves to be influenced in the pursuit of their official duties and responsibilities by plans for, or offers of, outside employment. Employee /Volunteers must disclose all offers of employment that could place the employee in a conflict of interest situation; and disclose immediately the acceptance of such offers.
8. Employee must not engage in outside employment or other activities if such employment or activities place on them demands inconsistent with their official duties and responsibilities or call into question their capacity to perform their official duties and responsibilities objectively and efficiently;

*Over.....*

9. Employee/Volunteers shall not act, after they terminate their relationship with the, in such a manner as to take improper advantage of their previous office.
10. Employee/Volunteers shall turn over to the YMCA any honoraria or consulting fees received when such payments flow from the employee/volunteer's official role.
11. When the purchase of goods and services is required, there (3) prices must be obtained for said service. Where competitive prices are unavailable, e.g. newspapers, telephone bills, etc., this rule does not apply. Where purchase for goods and services exceeds \$5,000.00 three (3) proposals must be received unless specifically waived in writing by the CEO, who, in turn, will forward a copy of such waiver to the Chairperson of the Board.

**DISCLOSURE AND CLARIFICATION:**

If a Board Member feels that a conflict of interest is unavoidable, disclosure must be made immediately to the Chairperson and the Executive Committee of the Board of Directors.

If a situation arises, where an employee/volunteer is not sure whether there is in fact a conflict of interest, he or she should seek clarification from the Chairperson and/or the Board of Directors.

**FAILURE TO COMPLY:**

An employee/volunteer who does not comply with the above guidelines is subject to appropriate disciplinary action up to and including termination.

**CERTIFICATION:**

Board of Directors members and all Employee/Volunteers must sign this document annually, certifying that they have read and understood these guidelines and that, as a condition of employment or of volunteering, they will observe them.

**EMPLOYEE/VOLUNTEER:**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Staff:** \_\_\_\_\_ **Volunteer:** \_\_\_\_\_

**Disclosure:** \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## Volunteer Agreement

I \_\_\_\_\_, understand that prior to commencing and during any volunteer work within YMCA of Greater Saint John:

- I am required to provide the YMCA of Greater Saint John with a current Criminal Reference Check. Reference checks should not be dated more/older than 6 months from the application date.
- The YMCA of Greater Saint John will contact references provided in this application form.
- I am required to provide the YMCA of Greater Saint John with any required certifications for the role. I am required to keep any mandatory certifications for my role up to date.
- I received a Volunteer Handbook, which includes general information about the role, expectations and benefits of volunteering at the YMCA of Greater Saint John. I agree to read the Volunteer Handbook and Volunteer Code of Conduct and follow the policies and procedures of the YMCA of Greater Saint John.
- I will receive a detailed job description of my responsibilities and expectations, in which I will be held accountable. If I am unable to, or experience any difficulties performing the required duties, I will meet with the supervisor to discuss concerns or a relocation of placement.
- I am required to participate in specific training requirements and communicate any availability changes.
- I will return my YMCA name tag and any YMCA uniform I am provided upon completion of my volunteer opportunity.
- I give permission for the YMCA of Greater Saint John to use any photo of myself, individually or in a group, at an Association-related activity for the purpose of public relations (publication in print and electronic media)

Yes

No

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## Youth Volunteer Consent

YMCA of Greater Saint John recognizes the value of youth performing volunteer work in our community. It is the policy of the YMCA of Greater Saint John that all youth volunteering less than 18 years of age, have signed consent by a parent or guardian agreeing all requirements of a volunteer placement prior to beginning their volunteer duties.

I, the undersigned, give parental or guardianship consent to the above named volunteer in this application for them to perform volunteer work if successful in this role and consent to all requirements of a volunteer placement with the YMCA of Greater Saint John including consent to use any photo of the above named volunteer in this application, individually or in a group, at and association related activity for the purpose of public relations (publication in print and electronic media).

Parent/Guardian Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Send to:** Fax – 506-856-3013  
Social Development  
Centralized Intake Service  
774 Main Street, 2<sup>nd</sup> Floor  
Moncton, NB E1C 9Y3  
(506-856-2258)  
[Check.verification@gnb.ca](mailto:Check.verification@gnb.ca)

**Return to:** Jennifer Galbraith  
Fax: 506-634-0783  
Phone: 506-646-2116  
191 Churchill Blvd.  
Saint John, NB E2K 3E2

**You should indicate if it is for:**

- Initial Check
- Five year renewal
- Other

### SD Record Check Consent Form – Appendix C

**Name of Agency / Service:** YMCA of Greater Saint John **Fax:** 506-634-0783

**Address:** 191 Churchill Blvd, Saint John, NB, E2K 3E2 **Telephone:** 506-646-2116

**PLEASE PRINT**

Full Name of Applicant:     
*Surname* *First Name* *Middle Name*

Maiden Name:  Other(s) surname(s):

Date of Birth:    Sex: M  F  Previous employer: \_\_\_\_\_  
*Year* *Month* *Day*

Current address: \_\_\_\_\_

Previous Addresses (within past five years): \_\_\_\_\_

The undersigned hereby expressly authorizes and consents to the Department of Social Development conducting an SD Record Check & disclosing information obtained through that record to the aforementioned care provider.

The undersigned understands this is done to determine whether the applicant has any contraventions, as described below, under the *Family Services Act*.

Any individual who has one of the following criteria (fitting the definition of “contravention indicated”):

- a) a court order based on a finding by the court that a person has endangered a child’s security or development as describes in paragraphs 31(1)(a) to (g) of the Act or a person’s security as described in paragraphs 37.1(1)(a) to (g) of the Act;
- b) a finding by the Minister, as the result of an investigation by the Minister, that a person has endangered the security or development of a child as described in paragraphs 31(1)(a) to (g) of the Act, where the person has been informed of the finding of the Minister; and
- c) a finding by the Minister, as the result of an investigation by the Minister, that a person has endangered the security of another person as described in paragraphs 37.1(1)(a) to (g) of the Act, where the person has been informed of the finding of the Minister;
- d) who has been found, in accordance with section 27(4)(d) of the Act, to operate a community placement resource in a manner that is dangerous, destructive or damaging to a user.

Shall not be permitted to:

- operate or work in a day care facility, adult residential facility, child placement facility (for example: a foster home or group home), in an AFLA or at Adult Development Activities Program & Training (ADAPT);
- live in an adult residential facility or child placement facility operated out of a personal residence;
- provide home support services, such as attendant care, and homemaker;
- become an adoptive parent.

The applicant acknowledges that he/she has read and understood the foregoing consent authorization. Individuals not in agreement with the outcome of their record check may request, in writing, and administrative review. Applicants may request an exemption to their contravention if three years have passed and the applicant can demonstrate positive personal changes.

X \_\_\_\_\_ Dated this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_  
Signature of applicant

<input type="checkbox"/> <b>Contravention not indicated</b>	<input type="checkbox"/> <b>Contravention indicated</b>	Signature _____	Date _____
-------------------------------------------------------------	---------------------------------------------------------	-----------------	------------

**PLEASE PROVIDE A COPY OF THIS PAGE TO THE AGENCY OR SERVICE FOR ITS RECORD** (March 2015)



YMCA of GREATER SAINT JOHN

CONSENT AND AUTHORIZATION FOR POLICE RECORDS VERIFICATION

The undersigned authorizes: \_\_\_\_\_

(the "Police Authority") to full disclosure of police information relating to criminal records as well as Vulnerable Sector verification. I hereby release the Police Authority and the YMCA of Greater Saint John from any liability as a result of such disclosure. I understand this check may require fingerprinting for the purposes of verifying my identity and consent to this procedure, if requested.

Search is requested for:  Employment  Volunteer

Vulnerable Sector Search Consent

I consent to a search being made in the automated criminal records retrieval system maintained by the Royal Canadian Mounted Police to find out if I have been convicted of, and been granted a pardon for, any of the sexual offences that are listed in the schedule to the Criminal Records Act.

I understand that, as a result of giving this consent, if I am suspected of being the person named in a criminal record for one of the sexual offences listed in the schedule to the Criminal Records Act in respect of which a pardon was granted or issued, that record may be provided by the Commissioner of the Royal Canadian Mounted Police to the Solicitor General of Canada, who may then disclose all or part of the information contained in that record to a police force or other authorized body. That police force or authorized body will then disclose that information to me. If I further consent in writing to disclosure of that information to the person or organization referred to above that requested the verification, that information will be disclosed to that person or organization.

Form fields for personal information: Surname (Print), Maiden Name (or previous surname), Given Names, Date of Birth (DD/MM/YYYY), Male/Female checkboxes, Place of Birth, Current Address, City/ Province, Signature, Date.

\*The applicant must produce two pieces of appropriate identification that confirms their name, date of birth and address. One piece of identification must include a photo. Out of town/country students must present their current student I.D. card for the college/university they are attending. Applicant must attend in person.
\*Please note - The Saint John Police Force does not have same day service
Cost - \$25.00 (tax included); free if applying to volunteer for a non-profit organization.

Contact: Employment \_\_\_\_\_ Volunteer \_\_\_\_\_

Elizabeth Gibson
HR & Office Coordinator
506-634-4937
E.Gibson@saintjohny.com

Jennifer Galbraith
Volunteer and Rainbows Coordinator
506-646-2116
J.Galbraith@saintjohny.com

\*Please take this form to your residential Police Department to request a Criminal Record Check





# Volunteer Handbook

**YMCA of Greater Saint John**

*Last Update: March 2017*



## **Welcome to the Y**

As a charitable organization, volunteers are the heart and soul of our Y. They are ambassadors, providing us with a unique way to reach our members and participants.

When you volunteer for the YMCA, you help us create stronger communities. You have joined a long history of achievement – achievement founded, in large part, by volunteers like yourself, who work hand in hand with staff for the betterment of the community.

On behalf of the Board of Directors of the YMCA of Greater Saint John, and the thousands of people we serve every single day, thank you for your interest in serving your community by becoming a volunteer for the Y.



Dr. Shelley Rinehart  
Board Chair



Shilo Boucher, CA  
President and Chief Executive Officer

## **Volunteering a Two Way Commitment**

At the Y, we believe that volunteering is a two-way commitment. You are committing your time and talents to help offer programs and services for the community, and we are committed to ensure that your experience as a Y volunteer is fulfilling and challenging.

Volunteering is about relationships – a relationship between you and the Y and a relationship between you, members and staff. This volunteer handbook will clearly state our expectations of volunteers, and the services and resources available to you.

## **Our Mission**

We are a charity that inspires individuals, families and communities to be healthy in spirit, mind and body.

## **Our Vision**

Create a thriving inclusive culture that champions well-being in people and communities.

## **Our Core Values**

The Y's core values guide our everyday decisions and actions. We encourage everyone involved with the YMCA to accept and demonstrate positive values.

*Respectful*

*Responsible*

*Inclusive*

*Caring*

*Honest*

## **Contact Information**

Phone: 693-9622    Email: [hello@saintjohnny.com](mailto:hello@saintjohnny.com)    [www.saintjohnny.ymca.ca](http://www.saintjohnny.ymca.ca)

## **Our Guiding Principles**

- We are a charitable organization and depend on philanthropy, membership fees and the efforts of volunteers to fulfill our mission.
- We believe that volunteers are essential partners in the development of people and advancing the work of the Y in our community.
- We believe in the potential of individuals and the role each person plays in the growth of strong, healthy communities.
- We offer programs that are structured so each person builds confidence and self-esteem.
- We work hard to ensure that no one is ever turned away because of inability to pay.
- We are open to all members of the community and provide equal access and opportunities for participation.
- We celebrate diversity, support a global perspective and participation within the world community.

## **Our Commitment**

We build healthy communities.

## **HISTORY**

### **Mission in Action**

In 1844, George Williams and eleven of his co-workers founded the YMCA in London, England. It was founded in response to unhealthy social conditions arising at the end of the Industrial Revolution. Growth of the railroads and centralization of commerce and industry brought many young men in need of jobs into cities like London.

The first North American YMCA opened its doors in November of 1851 in Montreal. Originally a place of friendship and support for young men interested in putting religious teachings into practice, the Y grew to offer public debates and lectures, evening classes, exercise and social activities that attracted far greater community interest.

One of the main reasons for the Y's enduring popularity is its ability to innovate and to be flexible. Each local Y shapes itself and its programs to the needs of its communities and to the diverse interests of its members.

The YMCA of Greater Saint John opened its doors in 1854. Over the years, Y programs have expanded and the notion of spiritual, mental, and physical development came to be fundamental to the Y – as represented by the triangle that represents an equal balance of spirit, mind and body.

## **The Y in our Community**

### **Membership – Health and Fitness**

The goal of membership is to promote healthy lifestyles, develop youth, support families and strengthen our community. At the Y we build healthy communities by engaging our members and participants in the development of body, mind and spirit. The Y's membership facility is located at 191 Churchill Boulevard. It has over 70,000 square feet of space which includes a Walking/Running Track, Therapy Pool, 25 Metre Pool, Café, Fitness Centre, Newcomer Connections, Fitness Studio, Gymnasium and Child Care.

## **Community Centres**

Members and guests have the opportunity to participate in Y programs at our three community centres: Millidgeville Community Centre, Forest Glen Community Centre and the Quispamsis Community Centre. These sites offer a variety of programs for children, youth, adults and seniors.

## **Children's Services**

The Y offers Child Care services to families, providing stimulating learning experiences in a safe environment. With over 600 children, the Y is one of the largest not-for-profit child care providers in the greater Saint John area. We have 3 full service child care centres and 9 after school programs.

Rainbows is a volunteer based program that is offered in many schools in our Region. It is a peer support program for children, youth and adolescents dealing with a life altering crisis.

## **Youth Programs**

The Y offers youth programs for older children and teens in our community centres and at the Regional Y location. Drop in programs are very popular and include such activities as games nights, dances, movie nights, ball hockey and basketball. The Y also offers a Youth Leadership Program for ages 13 – 18 where youth can develop their leadership skills through games, social activities, guest speakers and volunteering.

## **Newcomer Connections**

The Y welcomes immigrants and refugees to the city through a variety of programs. More than 1500 individuals are served annually. In addition over 100 men and women attend English Language Training daily at the Regional Y location. This service is delivered in partnership with Citizenship and Immigration Canada.

The Y offers employment assistance through NBELT (New Brunswick, Employment & Language Training).

## **Overnight and Day Camps**

The Y of Greater Saint John offers a variety of summer day camps at 7 sites including the Glenn Carpenter Centre, Millidgeville Community Centre, Forest Glen Community Centre, Quispamsis Community Centre, Bill McGuire Centre in Rothesay, St. Mark's Church on the west side, Early Learning Centre and the Regional Y locations. Camps are also offered over Christmas holidays and the March Break. In addition, 700 youth participate in overnight camping at the YMCA's Camp Glenburn on the Belleisle Bay.

## **Administrative Services**

The Y of Greater Saint John support services for Finance, Information Technology, Payroll Staff Development, Human Resources are volunteers are located at the Saint John Regional Y location.

## **The YMCA Volunteer and Staff Partnership**

The Y partnership of volunteers and staff is central to the work of the Association. This partnership supports the dedication of the Y to involve people in the programs and services to build strong kids, strong families and strong communities.

The volunteer-staff partnership allows the volunteer to:

- Develop leadership skills and other skills
- Give back to the community
- Create a more energetic and democratic way of life
- Develop a higher sense of self-esteem
- Develop self-discipline through goal setting

The volunteer-staff partnership allows the YMCA to:

- Expand the quality and the quantity of programs and services
- Increase the opportunity to deliver the Association's core values, through our programs and services to develop strong and healthy attitudes
- Multiply contacts and increase communication with members and the community.
- Maximize participation and individual experiences through the variety of skills and knowledge this partnership brings to the organization
- Provide desirable leader to participant ratios
- Increase the energy level of the Association to enhance spontaneity

### **The Definition of Volunteer**

A YMCA volunteer is defined as anyone who willingly gives time to help the Y accomplish its mission without receiving compensation or special privileges of any kind from the Y.

### **Procedures**

#### **Volunteer Recruitment**

The YMCA of Greater Saint John encourages the recruitment of volunteers from within its membership or program base, including parents of children active in Y programs and services. All volunteers shall go through a screening process, including a minimum of three reference checks, a satisfactory criminal reference check with a vulnerable sector screening, a Department of Social Development Check and all volunteers will be provided with a specific job description.

#### **Volunteer Application and Placement**

A Volunteer Application form is the first step for all volunteers. This form will help to obtain information on an applicant so that the best use can be made of the volunteer's interest, experience and talents. It is necessary to understand what people prefer in order to match them to the right position. All volunteers are required to:

- Complete a Volunteer Application Form and required volunteer documents.
- Interview with the Volunteer Coordinator or designate.
- Meet with the direct supervisor (or designate) prior to any direct program leadership placement.
- Submit a satisfactory criminal reference check that includes vulnerable sector verification prior to a Y volunteer placement. (Criminal reference checks for volunteers can be obtained at the Police Office where you reside. The City of Saint John and most outlying communities provide the checks at no cost for volunteers).
- Provide copies of current qualification when these are required.
- Participate in Orientation session including Health & Safety and Child Protection Training.

To safely manage programs and services and to demonstrate due diligence, the YMCA must be able to show that volunteer-management policies and practices are in place and that such policies and practices support

the appropriate matching of volunteers to volunteer positions.

The YMCA of Greater Saint John practices the Volunteer Canada Safe Step screening process. This screening is an ongoing ten-step process designed to identify any person, whether paid or unpaid, volunteer or staff, who might harm children, youth or other vulnerable persons. Screening helps people recognize that the Y cares about the individuals served in our community.

Volunteer placement based on skills and needs is the process of connecting screened volunteers with specific volunteer job assignments. Mutual benefit is when the compatibility of the volunteer's interests, experience, and qualifications match the specific requirements of a given position. It is one of the most crucial determinants of success in the YMCA's volunteer program.

### **Volunteer Development and Training**

The YMCA of Greater Saint John recognizes that volunteers at all levels need opportunities for growth and development. Both the Y and the volunteer share the responsibility for identifying and implementing such opportunities.

- All volunteers shall participate in orientation and training events specific to their assignment and responsibilities.
- Y sponsored training events shall be provided at reduced or no cost to the volunteer.
- Externally sponsored training events shall normally be the responsibility of the volunteer. Any shared responsibility for such events shall be approved prior to the event, within the approved budget and subject to the availability of funds.
- Volunteers will be responsible for providing accurate records of participation, training and certifications to their supervisor.
- Volunteers will be expected to comply with the record keeping requirements of the Y.

All volunteer positions will require the volunteer to complete some level of training. Depending on the position, some will require more training than others for the position they are being asked to fulfill.

### **Orientation**

During Orientation, volunteers will receive the following information:

- Child Protection Training
- Health and Safety Training including location of emergency equipment (First Aid Supplies, AED) and explanation of their role in an emergency.
- Facility tour and introduction to key staff and contacts.
- Description of the position and responsibilities.
- Uniform and dress requirements.
- Any additional information regarding training required for the position.

### **Uniform**

Not all areas have defined uniforms for volunteers. Appropriate dress for the position the volunteer is fulfilling is expected, as well as presentation that represents the Y in the best possible light.

Some guidelines for volunteers are:

- Name tag to be worn at all times ("Volunteer" on tag)

- Clean and well-kept attire
- Good personal hygiene
- No clothing that may be deemed offensive or inappropriate
- Any tattoos or piercings that may be deemed offensive or inappropriate should be concealed while volunteering
- Y clothing should not be worn outside of the Y in situations where the behaviours of the volunteer may be questioned and discredit the reputation of the Y

Volunteers will receive, at no cost, appropriate uniforms when required and a name tag, which are to be worn when performing duties. Uniforms are to be returned upon completion of volunteer placement.

### **Volunteer Recognition**

The YMCA of Greater Saint John will formally recognize volunteers on an annual basis; however, recognition of volunteers is an ongoing process within departments.

### **Volunteer Supervision**

The YMCA of Greater Saint John believes in the partnership of volunteers and staff. In this regard, all volunteers shall have a supervisory link with a Y staff member. Volunteers shall receive regular feedback on their performance.

### **Policies**

All volunteers shall be expected to adhere to the policies of the YMCA of Greater Saint John.

#### **Conflict of Interest:**

Volunteers should be free from any interest, influence or relationship which might conflict, or appear to conflict, with the best interest of the YMCA, or might affect their judgment or loyalty. This would include any other business activity, transaction or relationship that would be interpreted as illegal or unethical conduct or in conflict with Y interests. All volunteers must complete a Conflict of Interest Declaration Form.

#### **Confidentiality Agreement:**

The YMCA of Greater Saint John requires that strict confidentiality be maintained with respect to all information obtained by volunteers concerning the organization, as well as the clients and others they serve. The volunteer shall not disclose any information obtained in the course of his/her volunteer placement to any third parties without prior written consent from the organization. This includes but is not limited to information pertaining to financial status and operations such as budget information, donations of money or gifts in kind, salary information, and information pertaining to clients, staff or other volunteers. All volunteers are required to read and sign a Confidentiality Agreement.

#### **Privacy Statement**

As a charitable, community-based association, the YMCA of Greater Saint John is committed to protecting your right to privacy. The personal information you share with us is used only to support the work of the YMCA.

No information concerning any volunteer will be divulged without prior written consent of the volunteer. This includes addresses, telephone numbers, etc.



## **Discrimination and Harassment**

All Y volunteers have a responsibility for understanding what constitutes discrimination and harassment and help to ensure that Y spaces are free from incident. Volunteers have an obligation to report any such activity.

Further, the goals of the Association with respect to the prevention of discrimination and harassment in any form are as follows:

- To create and maintain a friendly and respectful environment in the Y that does not tolerate abusive behaviour and reinforces socially responsible behaviour.
- To provide consistency in the manner in which incidents of abusive behaviour are handled at the time of the occurrence.

## **Facility Access**

Volunteers may be members or non-members of the Association. There shall be no additional membership privileges extended to non-members other than use of the facilities and equipment on the day when completing volunteer program responsibilities and scheduled training events.

## **General Administration**

Volunteers will be expected to comply with all Association policies and procedures, administrative and record keeping. Volunteers will be required to update all volunteer documents annually. Criminal Record Checks must be updated every 5 years.

## **Media Communication**

In a crisis situation, the media contact for the YMCA of Greater Saint John is always the CEO. Volunteers are not to speak directly to the media under any circumstances. All media inquiries are to be referred to the most senior staff person available to the volunteer for further action. If Y staff are not immediately available, the volunteer should take the name and phone number of the media and advise them that it will be passed along to the appropriate staff member as soon as possible.

## **Risk Management**

Volunteers shall be expected to provide leadership in a safe and attentive manner. This includes monitoring a safe environment and involving participants in safe activities.

In the event of an incident, recording the facts is critical. Volunteers need to complete an incident report as soon as possible. They should complete their report before leaving and submit it to their supervisor or designate.

## **Use of Personal Vehicles**

Volunteers using personal vehicles to transport members or participants are doing so at their own risk and should ensure they have appropriate insurance coverage.

## **Volunteer Suspension or Dismissal**

Any volunteer may be suspended or dismissed by Y staff if these policies are not followed. Any suspension or dismissal must be supported by written documentation by Y staff members, and must be for just cause.



## **Volunteer Code of Conduct**

The YMCA of Greater Saint John is a charity, open to all, dedicated to providing programs and services to help individuals, families and communities grow and develop in spirit, mind and body. The Volunteer Code of Conduct is a statement which reflects our organizational values, communicates expectations and provides standards for the services provided.

Volunteers with YMCA of Greater Saint John agree to the following items:

- Accept and work within the YMCA of Greater Saint John's Guiding Principles, the Mission Statement as well as the Values of the YMCA.
- Adhere to the policies and procedures of the YMCA of Greater Saint John.
- Refrain from making public statements to any media source without prior approval from the CEO and President of the YMCA of Greater Saint John.
- Participate in orientation and training programs when required.
- Treat staff, clients and other volunteers of the YMCA of Greater Saint John with respect and dignity while contributing to a positive work environment.
- Demonstrate professionalism to all by using respectable language at all times, demonstrating honesty, integrity and maintaining confidentiality.
- Perform volunteer responsibilities promptly, reliably and to the best of the volunteer's ability and report planned or unplanned absence to the Supervisor or Director.
- Be responsible in the use of the YMCA of Greater Saint John's resources and refrain from using this relationship to promote any religious beliefs.
- Serve as a representative of the YMCA of Greater Saint John and appropriately display volunteer identification as required as well as being well groomed and dressed appropriately in clothing that is fitting for the positions and that will leave the best possible impression to all.
- Assume the risks, if any, involved with a volunteer placement and release the YMCA of Greater Saint John from any liability in respect to personal injuries, property loss or loss of life related to my volunteer responsibilities.
- Declare any conflict of interest or legal barriers to perform volunteer responsibilities with the YMCA of Greater Saint John.

Failure to adhere to any part of this Code of Conduct may result in corrective action and/or termination of a volunteer relationship with the YMCA of Greater Saint John.