



## **CHRISTMAS BUREAU OF EDMONTON**

### **VOLUNTEER POLICY MANUAL**

### **EXECUTIVE SUMMARY**

This document provides a summary of key portions of the Christmas Bureau of Edmonton Volunteer Policy Manual. The complete Manual is available for viewing at the Bureau office or by contacting the Volunteer Coordinator.

#### **CODE OF ETHICS**

- I will be conscientious and trustworthy, fulfilling my duties with integrity.
- I will respect the dignity and rights of all others.
- I will foster a spirit of charity, good will and cooperation.
- I will support the objectives of the Christmas Bureau.
- I will consider as confidential all information which I may gain concerning a client, staff member, donor, volunteer and the operations of the Christmas Bureau.
- I will declare any potential conflict of interest.

#### **GENERAL PRINCIPLES**

- The Bureau is best served by the active participation of citizens of the community. To this end, the Bureau shall encourage the involvement of volunteers at all levels of the organization and within all appropriate programs and activities.
- The Bureau shall clearly define, in writing, the expectations and responsibilities of each volunteer position, including supervisory accountability. Volunteers shall be informed of any risk or liability, which their volunteer position(s) might entail.
- The Bureau aims at administering its volunteer policies and procedures without regard to race, sex, age, disability, national origin, religion, colour, creed or sexual orientation.

#### **CONFIDENTIALITY**

- Confidentiality shall be ensured in all areas of client, donor and personnel information and records.
- Consent shall be obtained from the client, or when applicable, his or her legal guardian, before any communication or information is released to any other organization or any person not employed by, or working as a volunteer, for the Bureau.
- Volunteers shall sign a confidentiality agreement as a condition of volunteer service.
- Any breach of confidentiality may result in immediate termination.

## **CONFLICT OF INTEREST**

- All volunteers shall immediately disclose any business, commercial or financial interest where such interest might be construed as being in real, potential or apparent conflict with their official volunteer role(s) with the Bureau.

## **INVOLUNTARY TERMINATION OF VOLUNTEER SERVICE**

- The Volunteer Coordinator or Executive Director may effect the termination of a volunteer's placement without notice and/or warning, for certain circumstances.
- Termination of a volunteer placement may result when a volunteer is not performing his /her work in manner congruent to the expectations of the assigned volunteer role including inconsistent and unreliable attendance.

## **AUTOMOBILE INSURANCE**

- Personal automobile use by volunteers conducting Bureau volunteer service on behalf of the Bureau shall be exempted from recompense by the Bureau's insurance coverage.
- The Bureau shall not be responsible for claims made against the volunteer on injuries or death resulting from an automobile accident while conducting Bureau service.
- A ticket received in violation of the law while conducting Bureau business are the responsibility of the volunteer.
- A volunteer who is involved in an automobile accident while operating a Bureau-provided vehicle shall immediately notify the Volunteer Coordinator.

## **HARASSMENT**

Harassment is interpreted as any unwelcome conduct or behaviour that is one-sided, unwanted, or offensive in nature and adversely affects not only the work environment but also the victim who feels demeaned, intimidated or embarrassed.

- Any form of offensive behaviour or conduct by a coworker, volunteer or managerial personnel, psychological, physical or sexual, shall be prohibited.
- No supervisory or managerial personnel shall threaten or insinuate, either explicitly or implicitly, that a volunteer's refusal to submit to any form of harassment will adversely affect the volunteer's status or placement with the Bureau.
- Any volunteer who believes that he or she has been the victim of any form of harassment shall inform the harasser that the conduct or behaviour is unwelcome or unwanted.
- If the behaviour or conduct continues, the victim shall report the alleged act to the Volunteer Coordinator, the immediate supervisor or the Executive Director.