



# Volunteer Engagement Manual

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## Executive Summary

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Approved by: Christmas Bureau, Board of Directors

July 7, 2014

## **CHRISTMAS BUREAU OF EDMONTON - VOLUNTEER ENGAGEMENT MANUAL EXECUTIVE SUMMARY**

This document provides a summary of key portions of the Christmas Bureau of Edmonton (the 'Christmas Bureau') Volunteer Engagement Manual (the 'Manual'). The complete Manual is available for viewing at the Christmas Bureau office or by contacting the Christmas Bureau Volunteer Coordinator or Executive Director.

The Christmas Bureau has also adopted the following policies which are accessible on our website:

- Privacy Policy (<http://www.christmasbureau.ca/about/policies/>)
- Complaints Policy (<http://www.christmasbureau.ca/about/policies/>)
- Conflict of Interest Policy (<http://www.christmasbureau.ca/about/policies/>)
- Volunteer Involvement Policy (<http://www.christmasbureau.ca/volunteer/>)

### **CODE OF ETHICS, CONFLICT OF INTEREST and CONFIDENTIALITY**

A conflict of interest exists where a volunteer who owes a duty of loyalty to the Christmas Bureau is or can be compromised, directly or indirectly, by the pursuit of the individual's 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 Christmas Bureau. All volunteers shall immediately disclose any participation where they may be attracting and/or soliciting the same donors, volunteers and supporters.

#### **GUIDING PRINCIPLES FOR CODE OF ETHICS, CONFLICT OF INTEREST and CONFIDENTIALITY**

- ✓ The volunteer will consider as confidential all information which may be gained concerning a client, staff member, donor, volunteer and/or the operations of the Christmas Bureau.
- ✓ The volunteer will maintain the code of ethics and confidentiality after volunteer service with the Christmas Bureau has been completed.
- ✓ The volunteer will be conscientious and trustworthy, fulfilling duties with integrity and professionalism.
- ✓ The volunteer will fulfill duties as promised by being on time for shifts, and providing as much notice as possible if unable to attend.
- ✓ The volunteer will respect the dignity and rights of all others.
- ✓ The volunteer will foster a spirit of charity, goodwill and cooperation.
- ✓ The volunteer will support the mission and goals of the Christmas Bureau.
- ✓ The volunteer will declare any potential conflict of interest.

### **SERIOUS OCCURRENCE**

The following incidents shall be immediately brought to the attention of the immediate supervisor, the Volunteer Coordinator and the Executive Director of the Christmas Bureau:

- a) Allegations of emotional, physical and/or sexual harassment, abuse, mistreatment, assault of clients, staff or volunteers;
- b) Serious injury or death of clients, staff or volunteers while conducting Christmas Bureau business or on Christmas Bureau property;
- c) Breach of confidentiality;
- d) Infectious disease impacting the safety and well-being of Christmas Bureau staff, volunteers and clients;
- e) Medical emergencies involving Christmas Bureau staff, volunteers and clients while on Christmas Bureau property or while conducting business on behalf of the Christmas Bureau;
- f) Theft or willful damage of property belonging to the Christmas Bureau, its staff, volunteers and clients while on Christmas Bureau property;
- g) Fire, natural disasters and/or other safety/property damage detrimental to the Christmas Bureau and its clients or personnel.

Failure to immediately inform the appropriate personnel about these occurrences may result in immediate termination of volunteer placement.

## General Procedure

The Edmonton Police Service or 911 may be contacted relative to incidents of alleged physical and/or sexual abuse and/or assault; serious injury or death; and theft or willful damage of property, at the direction of the Executive Director.

## **HARASSMENT**

Harassment is 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 co-worker, volunteer or managerial personnel, of a psychological, physical or sexual nature, shall be prohibited. Such behaviour or conduct shall include, but not be limited to:

- Insulting or demeaning comments or posters;
- Offensive or unwanted jokes, cartoons, graffiti, drawings, innuendoes, teasing about a person's race, religious beliefs, colour, gender, physical or mental disability, marital status, age, ancestry or place of origin, sexual orientation;
- Offensive or unwanted graphic verbal comments about an individual;
- Unwelcome inquiries about an individual's personal life, physical attributes, or sexual orientation;
- Unwelcome sexual flirtations, advances or propositions;
- Verbal or physical abuse of any kind (e.g. pinching, rubbing, patting, pushing, grabbing, shoving, kicking, swearing, etc.).

**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 Christmas Bureau.**

## **INVOLUNTARY TERMINATION OF VOLUNTEER SERVICE**

The Volunteer Coordinator or Executive Director may affect the termination of a volunteer's placement, without notice and/ or warning, under the following circumstances:

- Dishonesty, fraud or misappropriation of funds or property managed by the Christmas Bureau;
- Gross misconduct inconsistent with the performance of volunteer service;
- Involvement in illegal or inappropriate behaviour while performing the work on behalf of the Christmas Bureau;
- Failure to appear for and/or complete an assigned task without notifying the Christmas Bureau;
- Acceptance of a gratuity from any person(s) or organizations without prior approval by the Christmas Bureau;
- Repeated violation of Christmas Bureau policies upon which at least one prior warning either verbal or written has been given;
- Being under the influence of intoxicants while performing volunteer service;
- Verbal or physical abuse of clients, staff, volunteers or donors.

Termination of a volunteer placement may also result when a volunteer is not performing his/her work in a manner congruent to the expectations of the assigned volunteer role(s), including inconsistent and unreliable attendance.

## **AUTOMOBILE INSURANCE**

Personal automobile use by volunteers conducting service on behalf of the Christmas Bureau shall be exempted from recompense by the Christmas Bureau's insurance coverage.

The Christmas Bureau shall not be responsible for claims made against the volunteer on injuries or death resulting from an automobile accident while conducting Christmas Bureau service.

All tickets received in violation of the law while conducting Christmas Bureau business are the responsibility of the volunteer.

## **VOLUNTEER PROGRAM IMPACT EVALUATION**

Evaluating the volunteer program allows the Christmas Bureau to measure the impact of volunteers and to determine whether we are meeting the volunteer program goals. Evaluating the Christmas Bureau volunteer program provides for informed decision making and facilitates the growth and development of our program.