



Volunteer Guidelines

Mission

To promote the well-being of the Collingwood community by providing leadership and working collaboratively with individuals, families, agencies and other groups to develop and support inclusive, innovative, sustainable initiatives and services that respond to the community's social, educational, economic, health, cultural and recreational needs.

Values

In our work to support our neighbourhood, Collingwood Neighbourhood House embraces the following values:

- Our **neighbourhood** as a place of connection, belonging and inclusion
- Individual **strengths and gifts** as the foundation of relationships
- **Interculturalism** and appreciation of our collective **diversity**
- **Co-operation** and mutual **respect**
- **Participatory** decision-making as a vehicle for **empowerment** and **self-realization**
- **Social justice** and **equitable access** to a full range of quality community resources
- **Integration, partnerships and collaboration** with other organizations

Based on the mission and values of CNH, these are the CNH Volunteer Guidelines:

1) **Be Respectful**

It is important to treat people equally and with kindness, to have a respectful attitude and speak with a respectful tone.

(*). Unless there is a duty to report – see point 10.

2) **Share space**

Allow others who are quieter or don't speak as much English the space to speak. Support people who are more shy to get involved. Make sure everyone feels included.

5) **Zero tolerance for racism, homophobia, sexism, transphobia, ageism, etc.**

We strive to ensure a safe and respectful space for everyone. This means that we have zero tolerance for hateful or discriminatory language or treatment of others as per the [BC Human Rights code](#).

3) **Help out**

Everyone must contribute equally to the work that needs to be done, *including cleaning up at the end*. Please listen to the staff about what tasks need to be done. If you notice someone not doing their share of the work, please talk to the staff.

6) **No Photo/Video/Audio recording Without Consent**

Consent means it's explicit – someone has to say "Yes, it's okay!" before you take their picture or record them.

4) **Respect Confidentiality**

What happens here stays here, what's learned here leaves here (*). This means if something happens at an event or if someone shares something personal with you, it's important to respect their privacy.

7) **Sober Space**

If you use drugs or alcohol before coming in for a volunteer session and are intoxicated you will be asked to leave. You are always welcome to come back again next time when you are not intoxicated.

8) No Harassment/Bullying/Abuse

Harassment and Abuse can mean physically or verbally aggressive or humiliating behavior, but it can also mean spreading rumours, unwanted sexual or romantic behavior, or not respecting personal physical boundaries. If you think you might be experiencing harassment, bullying or abuse, please tell the staff as soon as possible. Please refer to [Bullying and Harassment act of WorkSafe BC](#).

9) No Theft

We are a small organization with limited funds for program supplies. When someone steals from a program they are stealing from other participants. If you steal you will be asked to take a break from the program.

Follow-Up Process:

If it comes to the attention of staff that someone is breaking these guidelines, staff will have a conversation with them about it. Mistakes are understandable, but if volunteers are consistently breaking the guidelines and have not changed their behaviour staff speak with them, they may be asked to take a break from the program for anywhere from 1 week to 6 months or removed from the volunteer role, depending on the severity of the issue.

Agreement:

I, _____, agree to follow the Collingwood Neighbourhood House Volunteer Guidelines.

Signed:

Volunteer

Staff Witness

Date

Date

10) Report All Incidents

If you see someone getting hurt, experiencing harassment or bullying, an employee acting inappropriately or anything else that concerns you, *please tell a staff member right away*. You may report to your immediate supervisor. Even if you think it's not a big deal, it's important that we know.