



Volunteer Handbook

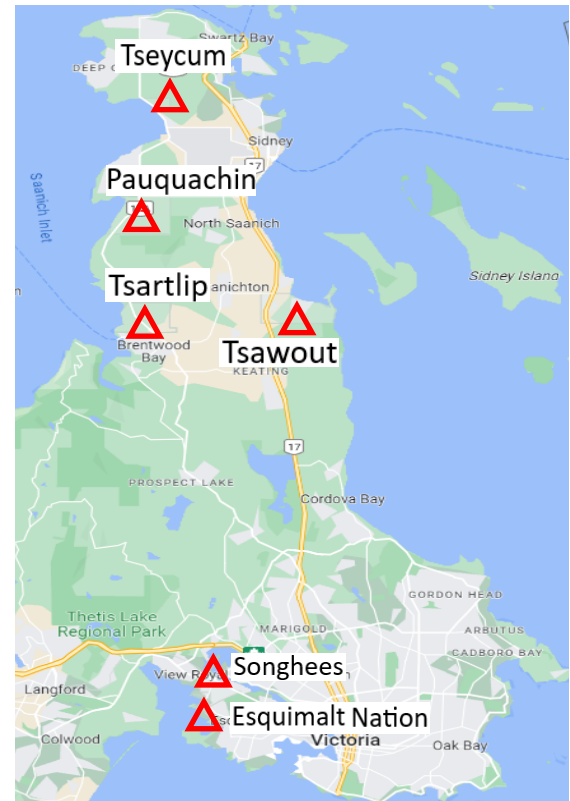


LIGHTING THE WAY FOR 50 YEARS.

Territory Acknowledgement

Beacon Community Services respectfully acknowledges that we live, work, play and serve on the traditional and unceded territories of many Indigenous Nations, including the W̱SÁNEĆ SENĆOŦEN speaking people, and the lək'wəŋən-speaking peoples of the Songhees and Esquimalt First Nations. Beacon Community Services' longstanding commitment to those we serve, including our staff and volunteers, is to work in partnership with Indigenous peoples and cultures to better understand how we can strengthen relationships and move forward together with care, love, truth and respect.

Map credits: <https://www.bcafn.ca/first-nations-bc/interactive-map>



Volunteer Information

Name: _____

Orientation date: _____

Notes: _____

Questions?

Contact Volunteer Services:

9869 Third Street, Sidney, BC V8L 4R2

(250) 507-5680 or volunteer@beaconcs.ca

[Beacon Community Services | Volunteer with Us](#)

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Welcome to Beacon!

A Message From Our CEO

Dear Beacon Community Services Volunteer,

Welcome to Beacon Community Services, and thank you for volunteering to be part of our team!

Beacon has an outstanding reputation for supporting communities and providing great client service. Much of the credit for that belongs to the many volunteers who share their time and talents through our programs. Volunteers started our organization in 1974 and continue to be essential to our goal of helping people and improving lives in our community.

Whether you're volunteering because you want to meet new people and socialize, enhance your career skills, or simply experience the joy of giving back to our community, Beacon staff look forward to working with you. We're committed to doing our part to help you enjoy a satisfying volunteer experience.

Best wishes for your success and happiness as a volunteer member of our dynamic team. And, again, thanks for coming on board.

Warm regards,

Tricia Gueulette
Chief Executive Officer



Tricia Gueulette,
CEO of Beacon Community Services

Volunteer Vision



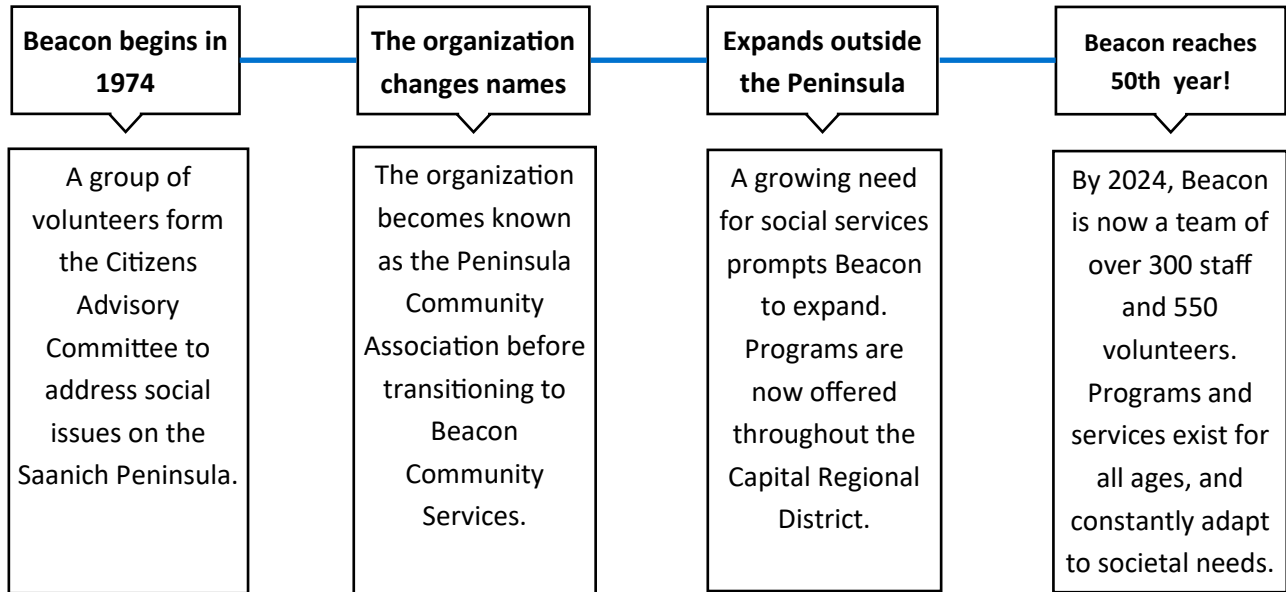
Volunteers are the foundation of our organization.

- ◆ We celebrate volunteerism by delivering compassionate service and embracing the philosophy of continual quality improvement.
- ◆ We strive to provide a positive and supportive atmosphere where volunteers are part of the Beacon team.
- ◆ Interactions at Beacon should foster an inclusive environment, where partnerships between staff and volunteers can flourish.
- ◆ We believe volunteers are key stakeholders who should have input into the direction of programs provided by Beacon.
- ◆ We are committed to investing time into getting to know our volunteers and providing recognition for their rich contributions.

Volunteers are an integral part of Beacon Community Services; we are proud to welcome each individual to the team!

About Beacon Community Services

History



Mission, Vision and Values

Mission:

Deliver compassionate, innovative community services that foster self-sufficiency, volunteerism, and well-being.

Vision:

Helping people. Empowering communities. Improving lives.

Values:

Our CARE values guide our work with clients, families, volunteers, and staff.



Beacon CAREs

C**Compassion:**

- ◆ Care for people throughout all stages of life
- ◆ Be respectful, inclusive, and kind in all interactions
- ◆ Enrich the community through volunteerism and enrich the lives of volunteers through meaningful opportunities

A**Accountability:**

- ◆ Responsible use and care of resources and the environment
- ◆ Effective governance and commitment to staff, volunteer, and client safety
- ◆ Trustworthy practices guided by ethical principles

R**Responsiveness:**

- ◆ Client-centered care that responds to community needs and opportunities to serve
- ◆ Consistent, equitable, respectful, and fair
- ◆ Continuously evolving practices and successfully adapting to changing circumstances
- ◆ Engagement with community, partners, and funders

E**Excellence:**

- ◆ Innovative and decisive organization, recognized and accredited for our quality work
- ◆ Sustainable, high-caliber programs, services and supports
- ◆ Dedicated, engaged and responsible staff and volunteers

What does it mean to you to serve by the CARE values?



Our Services

Child, Youth, and Family Services:

- ♦ *Daycare and Pre-School:* four locations, Little Stars at PEXSISEN Elementary, Little Stars West Saanich, TEAM II preschool, and SEISISEJ Centre offer daycare and pre-school services. TEAM II pre-school is a ChildCare BC Centre that caps childcare fees to \$10 per day, or \$200 per month.
- ♦ *Before and After School Care:* two locations, Otter-Be-Fun Care at Brentwood Elementary, and Beacon Nature Club at PEXSISEN Elementary offer before and/or after school care services to school-aged children.
- ♦ *Peninsula Early Years Programs:* offer child development support, caregiver/child groups, access to outreach workers, and other essentials for families with children under 6 years of age.



Employment and Training Supports:

- ♦ *WorkBC Program:* two offices providing employment services, training, and workstation resources to unemployed or underemployed job seekers.
- ♦ *Beacon's Empathetic and Aspirational Method of Service (BEAMS):* a unique pilot project drop-in centre assisting community members eligible to work in BC who may be experiencing challenges to employment due to mental health, unstable housing, and/or substance use.
- ♦ *Youth Engagement Program (YEP):* offering training, volunteer, and employment experience to youth aged 13-18 in SD63. (Currently on hold)



Our Services

Housing and Homelessness Prevention:

- ◆ *Independent Housing*: three locations, 834 Place, Marguerite Court, and Wakefield Manor, offer 57 subsidized housing units for disabled people or seniors who wish to live independently.
- ◆ *Assisted Living*: two locations, Parry Place and SHOAL Centre, offer 46 subsidized units for people with disabilities and seniors requiring support with personal care, including meals, housekeeping, and optional activities.
- ◆ *Homelessness Prevention Program*: outreach staff connect individuals and families with stable housing and appropriate services to reduce risk or duration of homelessness.
- ◆ *Out of the Rain Youth Shelter*: shelter for youth experiencing homelessness, and providing essential hygiene supplies, clothing, and hot meals in the presence of caring staff and volunteers.
- ◆ *Meares Street Supportive Housing*: provides housing and social supports to young people at risk of homelessness until they are able to find stable shelter.



Counselling and Mental Health:

- ◆ *Adult Counselling*: professional counselling offered on a sliding scale for people requesting emotional support.
- ◆ *Senior Peer 1 to 1 Support*: trained senior volunteers offer non-judgmental listening, empathy, and support to other seniors struggling with loneliness, loss, or lifestyle changes.
- ◆ *Child, Youth and Family Counselling*: helps families with children to cope with and navigate relationship and behavioural challenges.
- ◆ *Fetal Alcohol Spectrum Disorder (FASD) Program*: supports families with children diagnosed with or suspected to have FASD, and facilitates access to clinical and community resources.

Summary of Programs and Services

Child, Youth and Family Services

- ◆ Licensed daycare
- ◆ Before and after school care
- ◆ Peninsula Early Years Centre
- ◆ Parent and guardian support and education



Employment Services

- ◆ WorkBC Program
- ◆ Beacon's Empathetic and Aspirational Method of Service (BEAMS)
- ◆ Youth Engagement Program (YEP)
- ◆ Thrift Store and Retail Training



Counselling and Mental Health

- ◆ Adult Counselling
- ◆ Child, Youth and Family Counselling
- ◆ Senior Peer 1 to 1 Support
- ◆ Fetal Alcohol Spectrum Disorder (FASD) Program



Housing and Homelessness Prevention

- ◆ Subsidized independent housing
- ◆ Assisted Living
- ◆ Homelessness Prevention Program
- ◆ Out of the Rain Youth Shelter
- ◆ Meares Street Housing



SHOAL Centre

Located in Sidney, the SHOAL Centre offers community outreach programs, recreation and arts activities, volunteer services, a public dining room, room rentals, and catering.



Community Recreation:

- ♦ *Art groups:* Including pottery, lapidary, various types of painting, sketching, knitting, and crafts.
- ♦ *Fitness activities:* Including chair yoga, hatha yoga, dance classes, table tennis, and pickleball.
- ♦ *Music groups:* Including ukelele and Sidney Acoustic Jam.
- ♦ *Social groups:* Including bridge, cribbage, mah jong, euchre, and chess.
- ♦ *Wellness groups:* Including meditation, the White Cane Club, Family and Friends Caregiver Support, and groups for depression, anxiety, grief, and loss.

Programs and Services at SHOAL Centre:

- ♦ *Advocacy and Computer Support Volunteers:* Help seniors navigate challenges and discover solutions.
- ♦ *Caregiver Support Program:* Groups and social opportunities for individuals providing care for loved ones.
- ♦ *Bereavement Groups:* Facilitated and open groups for individuals experiencing grief due to loss of a loved one.
- ♦ *Income Tax Volunteers:* Provide free income tax services to low-income individuals.
- ♦ *Saanich Peninsula Restorative Justice Volunteers:* Facilitate Restorative Justice Conferences to repair harm and find a resolution after an offense has been committed.
- ♦ *SHOAL Centre Support Team:* Includes activity volunteers, event volunteers and office volunteers.
- ♦ *SHOAL Café Volunteers:* Serve coffee, tea and snacks to people visiting SHOAL Centre.

SHOAL Centre

Home Support Programs and Services:

Better at Home Program: Non-medical supports, including light housekeeping, gardening, and grocery and meal delivery are offered to help seniors successfully live at home longer.

- ◆ *More than Meals Program:* Peninsula seniors can order up to three meals per week delivered to their homes by volunteers. Funded by the United Way, meals are charged on a sliding scale.
- ◆ *Grocery Delivery Program:* Volunteers deliver groceries to seniors' homes.
- ◆ *Medical Drive Program:* Volunteer drivers and schedulers arrange for seniors to receive transportation to and from medical appointments.
- ◆ *Housekeeping, Gardening, and Handy-persons:* Housekeepers are paid on a sliding scale and volunteer gardeners and handy-people assist seniors with light home tasks.
- ◆ *Words on Wheels Volunteers:* Deliver books to seniors unable to access the library.

Beacon Thrift Stores

Beacon Community Services owns and operates seven thrift stores throughout Victoria, Brentwood Bay and Sidney. Run by a team of dedicated staff and over 200 volunteers, all proceeds from the thrift stores help fund Beacon programs and services.

Thrift store locations:

- ◆ The Main Store: 9756 Third Street, Sidney, B.C.
- ◆ The Annex: 9781 Third Street, Sidney, B.C.
- ◆ The Furniture Store: 9760 Fourth Street, Sidney, B.C.
- ◆ Brentwood Thrift Shop: 7105-B West Saanich Road, Brentwood Bay, B.C.
- ◆ Brentwood Bargains: 7060 West Saanich Road, Brentwood Bay, B.C.
- ◆ Quadra Thrift Shop: 2644 Quadra Street, Victoria, B.C.
- ◆ Pandora Thrift Shop: 715 Pandora Avenue, Victoria, B.C.



Working With Us

Volunteer Rights

Volunteers have the right to:

- ◆ Be assigned to an appropriate role according to skill, interest and availability.
- ◆ Receive a clear and accurate description of the assigned role, and to be advised of any changes.
- ◆ Receive orientation, training and supervision in the accepted assignment.
- ◆ Be informed about relevant meetings, special events and new services related to their assignment.
- ◆ Refuse work that may be unsafe or hazardous to the health and safety of the volunteer or others.
- ◆ Be trusted with confidential information that enables success in their assignment.
- ◆ Know that their volunteer record will document experience, assignments held, training, evaluation and commendation, and will be stored securely and maintained according to the Personal Information Protection Act.

As part of the Beacon Community Services team, volunteers have the right to:

- ◆ Contribute to an organization that supports diversity, inclusivity, accessibility and reconciliation.
- ◆ Engage in regular performance reviews and consultations with volunteer supervisors.
- ◆ Be treated as key contributors to the goals of Beacon Community Services through volunteerism.
- ◆ Receive appropriate expressions of appreciation and recognition, including invitations to twice-yearly volunteer recognition events.
- ◆ Be offered opportunities to participate in planning and decision-making, and provide feedback regarding their volunteer assignment.
- ◆ Embody and endorse the values and mission of Beacon Community Services through words, actions and a spirit of friendliness.



Volunteer Responsibilities

Beacon Community Services volunteers are responsible for:

- ◆ Treating clients, staff, volunteers and members of the public with respect and friendliness.
- ◆ Attending orientation, training, and required meetings for their respective volunteer assignment.
- ◆ Arriving on time, or providing advanced notification of absence, intended leave, or resignation.
- ◆ Wearing clothing and footwear that reflects standards of decency, health and safety, and suitability for the work performed.
- ◆ Working within the scope of the volunteer role, and complying with organizational procedures laid out by Beacon Community Services.
- ◆ Accepting direction from the assigned supervisor, and requesting assistance when necessary.
- ◆ Voicing ideas and providing feedback to improve the quality of community and volunteer services.
- ◆ Respecting the environment and equipment, and using the workstation only for assigned tasks.
- ◆ Maintaining confidentiality and respect for any information learned through the volunteer assignment.
- ◆ Reporting all incidents where:
 - ◆ Violence or threat occurred
 - ◆ Physical, psychological, or emotional safety were at risk

Equal Volunteer Opportunities

Beacon Community Services is committed to providing equal volunteer opportunities. All considerations related to volunteering are based on the ability of the volunteer to engage in an assignment and the goals, skills, motivations, dependability, and reliability of that volunteer.



Code of Ethics

The Beacon Community Services Code of Ethics lays out the conduct standards expected of volunteers:

- ◆ Act with integrity, conscientiousness and diligence when representing Beacon Community Services.
- ◆ Work respectfully and cooperatively with staff, clients, community members and other volunteers.
- ◆ Maintain the privacy and confidentiality of all client, staff and volunteer information, unless there is a legal or professional requirement to disclose such details.
- ◆ Beacon Community Services, its programs and patrons should be treated and represented with respect, dignity, and commitment to service.

Confidentiality

While volunteering, you may learn sensitive or personal information about clients, staff members, or other volunteers.

- ◆ Volunteers must not discuss clients' personal information, including any details that may be identifying. Requests for private information should be referred to the Program Coordinator or another Beacon Community Services staff supervisor.
- ◆ Confidential information about Beacon Community Services, including staff and other personnel must also not be discussed.
- ◆ If a volunteer finds themselves within earshot of a sensitive conversation, it is their responsibility to remove themselves in order to maintain others' confidentiality.

Volunteers are required to disclose confidential information to the Program Coordinator if:

- ◆ There is risk of or reason to suspect abuse or maltreatment, particularly of a child or older adult.
- ◆ A person threatens to harm themselves or others.

Breach of confidentiality, except where outlined, may result in disciplinary actions or dismissal.

Do I have any questions about my rights and responsibilities as a Beacon volunteer?

What to expect on your first day



Policies and Procedures

Code of Conduct

Representation of Beacon Community Services:

- ◆ Any actions or statements made representing Beacon Community Services must be pre-approved by an appropriate member of staff.
- ◆ Volunteers should not comment to the media, unless specifically directed to do so by the CEO, Board Chair, or Director of Communications.
- ◆ Volunteer actions reflect on Beacon Community Services; please act in a professional manner while volunteering.

Social media and photo consent:

- ◆ Social media content, including text messages, can reflect on Beacon Community Services as an organization. Social media content, including text messages, should align with the mission, vision, and values outlined by Beacon.
- ◆ Volunteer images may be taken and used for communications and marketing purposes. Volunteers may provide photo consent, or decline to have their photo taken and shared. This consent form will be kept with your volunteer record.

Unacceptable activities:

Examples of unacceptable activities include:

- ◆ Promoting a business, religious belief, or political agenda while volunteering.
- ◆ Violence, threat, possession of weapons, theft, or other criminal activity.
- ◆ Use of mood-altering substances (including alcohol and cannabis) while volunteering.
- ◆ Harassment, bullying, discrimination, or inappropriate conduct.
- ◆ Breach of confidentiality (except where outlined).
- ◆ Misrepresentation of Beacon Community Services.

Unacceptable behaviours may be addressed through verbal warning, disciplinary suspension, or dismissal.

Attendance and absence:

- ◆ Please arrive on time and ready for your shift.
- ◆ If you will be late or cannot attend a shift, contact your staff supervisor. Advance notice is appreciated to cover your shift.
- ◆ If you are taking a leave of absence, or will be away from your position longer than one month, please contact the Manager of Volunteer Engagement (contact information on page 2)

Resignation:

- ◆ If you plan to resign, please contact your staff supervisor and the Manager of Volunteer Engagement.
- ◆ An exit interview may be requested by the volunteer, and can be conducted either in person or virtually.

Health

Infection protocol:

- ◆ If you are unwell, please stay home and contact your staff supervisor.
- ◆ During influenza season, you are encouraged to receive the annual influenza vaccine, or wear a mask. Your staff supervisor will contact you with more information if required.

Hand hygiene:

- ◆ Hand washing reduces the spread of infection, including COVID-19 and other illnesses.
- ◆ [Island Health](https://www.islandhealth.ca/sites/default/files/2018-04/clean-hands-soap-water.pdf) recommends hands washing with soap and water:
 - ◆ After using the toilet
 - ◆ When hands are visibly soiled
 - ◆ After coughing or sneezing into the hands
 - ◆ After blowing your nose or touching your face
- ◆ Alcohol-Based Hand Rub (hand sanitizer) can be used instead of handwashing if hands are not visibly dirty, or soap and water are not available.



Wet hands and apply soap

Use warm water when possible



Lather up

Clean the front and back of hands, fingers, wrists, and nails



Rinse hands

Use warm running water



Dry hands and turn off the sink

Use a paper towel to turn the sink off

Island Health hand hygiene: <https://www.islandhealth.ca/sites/default/files/2018-04/clean-hands-soap-water.pdf>

Smoking and vaping:

- ◆ Beacon Community Services buildings are smoke- and vape-free; please visit designated outdoor locations if you wish to smoke or vape.
- ◆ Volunteers should not smoke or vape during public events.

Substance use:

- ◆ Use of mood-altering substances, including alcohol and cannabis, is prohibited while volunteering.
- ◆ Volunteers who show signs being under the influence of mood-altering substances will be asked to leave the premises.

Safety

Criminal Record Checks and Driver Information:

- ◆ Criminal Record Checks must be renewed every five years. Checks for Income Tax volunteers must be renewed every three years.
- ◆ Drivers must submit proof of insurance and a driver's abstract annually.

Fall Procedures:

- ◆ If a fall occurs, call 911 and the first aid attendant.
- ◆ Do not attempt to move or lift the person. If there are site-specific fall procedures, your Most Responsible Person will inform you of these protocols.

First Aid:

- ◆ Volunteers will be familiarized with the location of first aid equipment at their respective sites.
- ◆ In the event of an injury or accident, notify your staff supervisor immediately, and call 911 if necessary.
- ◆ Any injury or near misses must be recorded as an incident report with the first aid attendant.

Violence Prevention:

Beacon Community Services is committed to preventing workplace violence.

- ◆ Workplace violence is actual or attempted actions to harm another individual physically, emotionally, or psychologically. This includes threatening behaviour where the victim has reasonable cause to believe their safety is at risk.
- ◆ Instances of workplace violence, whether injury occurred or not, must be reported to the volunteer's MRP and the Manager of Volunteer Engagement who will maintain violence reports and conduct investigations.

Harassment:

Beacon Community Services strives to create a harassment-free work and volunteer environment.

- ◆ Harassment occurs when a person demeans, belittles, or humiliates another person, when the person knows or should know that this behaviour causes harm.
- ◆ Harassment can include inappropriate jokes, malicious gossip, offensive images or gestures, and unnecessary or inappropriate touch.
- ◆ Any instances of harassment must be disclosed to the volunteer's MRP, the Manager of Volunteer Engagement, or another staff member.
- ◆ An investigation will be conducted, and the appropriate disciplinary actions for the individual exhibiting the harassing behaviour will be determined, which may include dismissal.

Benefits of Volunteering



Welcome to



Thank you for choosing to volunteer here.

We are so excited to have you!



LIGHTING THE WAY FOR 50 YEARS.