



Volunteer Policies and Procedures



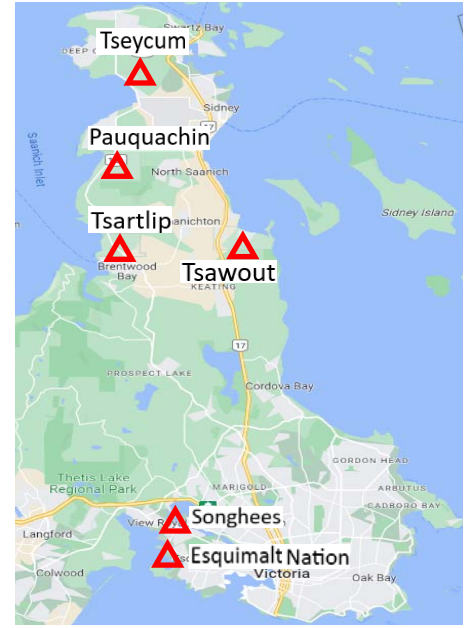
LIGHTING THE WAY FOR 50 YEARS.

Updated: January 2025

Territorial Acknowledgement

Beacon Community Services respectfully acknowledges that we live, work, and serve on the traditional and unceded territories of many Indigenous Nations, including the W̱SÁNEĆ people, and the lək̓ʷəŋən -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 and respect.

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



Why Policies and Procedures?

Policies and procedures provide clarity and consistency regarding how both common and uncommon scenarios should be approached by Beacon Community Services, and those operating under the organization. Policies and procedures ensure Beacon Community Services and its members remain accountable to the standards outlined, and help maintain a safe, inclusive and effective working environment.

Name: _____

Notes/Questions: _____

For questions, contact:
Volunteer Services
9860 Third Street, Sidney, BC
V8L 4R2
250-507-5680 or volunteer@beaconcs.ca
www.beaconcs.ca

Table of Contents

Ethical Principles	4
Code of Conduct	
Attendance, Lateness and Absence	5
Resignation	5
Representation of Beacon Community Services	5
Social Media	5
Unacceptable Activities	6
Respectful Workplace	6
Dispute Resolution	7
Policies	
Criminal Record Checks, Reference Checks, and Driver's Abstracts	8
Volunteer Position Descriptions	8
Expense Reimbursement	8
Volunteer Photo Consent	9
Confidentiality	9
Confidential Disclosures	9
Conflict of Interest	10
Youth Policies and Procedures	
Involvement of Youth	11
Youth Volunteer Roles	11
Youth Volunteering with a Parent	12
Youth Engagement Program	12
Health	
Illness	13
Hand Hygiene	13
Smoking and Vaping	14
Substance Use	14
Safety	
Fire and First Aid	15
Falls	15
Violence Prevention	15
Incident Reporting	16
Harassment	17

Ethical Principles

Volunteers are expected to follow the ethical principles set by Beacon Community Services:



Ethics guide decisions and motivate actions. When making a decision, ask yourself a few questions:

- ◆ As a volunteer, is it appropriate to manage this scenario myself, or should I contact my staff supervisor for guidance?
- ◆ What are the values involved in this decision—moral, religious, cultural, professional and personal?
- ◆ Which ethical principles are important or applicable and are any principles in conflict?
- ◆ Have I encountered a similar situation before and how did I manage that?
- ◆ What are the potential courses of action? How are these consistent with my ethical principles?

These guiding questions have been adapted from the Beacon Community Services framework for ethical decision-making.

Code of Conduct

Attendance, Lateness and Absence

- ◆ Volunteers should arrive on time, ready for their shift to begin.
- ◆ If volunteers will be absent, arriving late, or leaving early from their shift, the staff supervisor should be notified ahead of time so the volunteer shift can be filled.
- ◆ If a volunteer will be taking a leave of absence, or will be absent from their volunteer role for longer than one month consecutively, the Manager of Volunteer Engagement should be notified (contact information found on page 2).

Resignation

- ◆ Volunteers wishing to resign should contact their staff supervisor and the Manager of Volunteer Engagement.
- ◆ An exit interview may be conducted to gather feedback and insight regarding the volunteer experience, and the programs and services offered by Beacon Community Services.
- ◆ Feedback provided will be kept confidential within Beacon Community Services.

Representation of Beacon Community Services

- ◆ “Representation” refers to actions including, but not limited to:
 - ◆ Lobbying with or to other organizations, agencies, and groups
 - ◆ Commenting to the public, media, or other organizations regarding topics that may concern or reflect on Beacon Community Services
 - ◆ Negotiating or entering into agreements that contractually or financially obligate or benefit Beacon Community Services in any way
- ◆ Volunteer statements or actions that represent the position or opinion of Beacon Community Services must be pre-authorized by an appropriate member of Beacon Community Services staff.
- ◆ Volunteers should not address the media on behalf of Beacon Community Services without specific designation from the CEO, Board Chair, or Communications Manager.

Social Media

- ◆ Social Media engagement is often identifiable, and can reflect on Beacon Community Services.
- ◆ Volunteers should ensure content, including text messages, is consistent with the mission, vision and values of Beacon Community Services outlined in the Volunteer Handbook.
- ◆ Social Media should only be used on personal time and equipment, unless for volunteering purposes.

Unacceptable Activities

Unacceptable activities include, but are not limited to:

- ◆ Falsifying a volunteer application, or altering a volunteer record without authorization.
- ◆ Promoting or soliciting a business, political stance, religious belief, or private charity.
- ◆ Use of Beacon Community Services materials or resources for non-volunteering purposes.
- ◆ Breach of confidentiality (except where outlined under 'Confidentiality').
- ◆ Deliberate mistreatment of an adult, child, or youth that causes the person physical, mental or emotional harm.
- ◆ Failure to provide necessary care, assistance, guidance or attention to a person that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm to the person.
- ◆ Engaging in criminal activity, including theft of property or services, possession of illegal substances, weapons, firearms, or explosives while representing or on the property of Beacon Community Services.
- ◆ Inappropriate or indecent conduct while representing Beacon Community Services.

Volunteers must report instances of unacceptable behaviour to their staff supervisor or the Manager of Volunteer Engagement.

Depending on the nature of the unacceptable behaviour, disciplinary actions may include:

- ◆ A verbal warning and discussion between the volunteer, the supervising staff member, and the Manager of Volunteer Engagement. The volunteer will be given the opportunity to explain their actions, and the staff will discuss the behaviour and its consequences.
- ◆ A written warning to be administered by the supervising staff member and/or the Manager of Volunteer Engagement.
- ◆ The volunteer being placed on disciplinary suspension.

Respectful Workplace

Volunteers are invited and encouraged to contribute to the respectful workplace promoted by Beacon Community Services.

A respectful workplace is characterized as being:

- ◆ *Polite*: Acting considerately and kindly towards staff, clients, other volunteers and the public.
- ◆ *Inclusive*: Inviting individuals with different backgrounds, cultures, strengths, skills and abilities to collaborate, and recognizing the importance of diversity.
- ◆ *Supportive*: Individuals are encouraged to explore new skills, ideas and practices without fear of bullying, harassment, violence or other disrespectful behaviour.
- ◆ *Constructive*: Disagreement is managed in a civil, thoughtful manner where differing opinions and perspectives are considered and discussed.

Violations of the Respectful Workplace policy should be reported to the volunteer's staff supervisor, or the Manager of Volunteer Engagement.

Dispute Resolution Procedure

Beacon Community Services and its employees and volunteers recognize that conflict may arise concerning differences between individuals or groups within the workplace.

Every effort shall be made to settle a conflict between individuals or groups using the following process:

- ◆ **Step 1 – Informal Conversation:** Whenever possible, it is preferable for an individual to address the person with whom they are having difficulty, directly. The individual should arrange for a respectful, private conversation. If that is not possible, or the initial effort is not successful, then proceed to the next step.
- ◆ **Step 2 – Manager/Designate Involvement:** If an individual thinks they are unable to deal with the person directly, they may approach their staff supervisor. If for any reason they feel uncomfortable in approaching their supervisor, they can speak to the Manager of Volunteer Engagement. The staff supervisor should facilitate a resolution of the conflict with the individuals involved. The supervisor may choose to contact Volunteer Services for policy guidance and/or coaching in this regard. If the conflict is not resolved with the staff supervisor's help, then proceed to the next step.
- ◆ **Step 3 – Mediation:** Mediation is an alternate dispute mechanism that aims to assist two (or more) people to reach an agreement with concrete outcomes. Where appropriate, management may engage an external consultant to mediate the conflict. Each person has the right to be accompanied and assisted during the meetings by a representative. Mediating a dispute as soon as possible can help the parties avoid delays and result in a satisfactory resolution.
- ◆ **Step 4 – Formal Complaint:** A formal complaint must be submitted in writing as soon as possible, and no later than two months after the last alleged occurrence of conflict. A complaint must be submitted through the Director and/or Volunteer Services. The complaint must contain as specific a description of the alleged incident(s) as possible. Ideally include when incidents occurred, the names of any witnesses and what steps have been taken so far to try to resolve the conflict.



Volunteer Services and the Director will investigate the complaint and will complete their report in writing within 30 days following completion of the investigation. Management will take action to resolve the complaint within 10 working days of receiving the investigation report. Resolution may involve Mediation described in Step 3 above. Management will advise the respondent(s) and the complainant in writing of the substance of the investigation report and the resolution of the complaint.

Policies

Criminal Record Checks, Reference Checks, and Driver's Abstracts

- ◆ All volunteers must complete the following intake process prior to volunteering:
 - ◆ Submit an application and attend an interview with the Manager of Volunteer Engagement
 - ◆ Consent to a criminal record check through the Ministry of Justice, including a child and/or vulnerable sector check. The criminal record check must be renewed every five years, except in the case of income tax volunteers, who must renew every three years.
 - ◆ Volunteers may be asked to provide contact information for at least two professional or character references
 - ◆ Volunteers will be invited to a general orientation to familiarize themselves with Beacon Community Services and their roles as a volunteer.
 - ◆ Volunteers may also be invited to position-specific orientations to prepare them for their role.
- ◆ Volunteer Medical Drivers must also submit:
 - ◆ Annual proof of insurance, with at least \$2,000,000 third party liability
 - ◆ A driver's abstract, to be renewed every year
- ◆ Criminal record checks, proof of insurance, and driver's abstracts will be kept confidential in each volunteer file.

Volunteer Position Descriptions

- ◆ A position description is maintained for each volunteer role, which outlines the duties and responsibilities of a volunteer in that role. Volunteers will receive the description prior to their first volunteer shift.
- ◆ If the duties and responsibilities of a volunteer position change, the position description will be updated in consultation with volunteers, and volunteers will be provided the updated version in a timely manner.

Expense Reimbursement

- ◆ Volunteers should not incur costs of behalf of Beacon Community Services, unless their staff supervisor has provided written authorization prior to the cost being incurred.
- ◆ If the volunteer has approval to purchase items on behalf of Beacon Community Services, the volunteer must submit the receipt and written approval from the staff supervisor in order to be reimbursed.
- ◆ Volunteer Medical Drivers will submit monthly mileage forms for reimbursement. The staff supervisor will advise regarding mileage reimbursement rates and detailed procedures.

Volunteer Photo Consent

- ◆ Volunteers may sign a Photo Consent or Media Consent form, which allows Beacon Community Services to capture images of the volunteer for internal and external communications.
- ◆ An individual's ability to volunteer will not be affected if they decline to sign a consent form, or wish not to have their images used.

Confidentiality

- ◆ Volunteers are likely to learn private information about clients, staff, or other volunteers.
 - ◆ Volunteers should not share others' personal information or identifying details. Requests for private information should be referred to the volunteer's staff supervisor.
 - ◆ If a volunteer is able to hear a private conversation and they are not involved, it is the volunteer's responsibility to remove themselves from earshot.
- ◆ Volunteers in breach of confidentiality may be subject to disciplinary actions, up to and including termination of the volunteer relationship with Beacon Community Services.



Confidential Disclosures

- ◆ Information regarding potential abuse, maltreatment, neglect, or plans to harm self or others are not subject to confidentiality and must be reported to the staff supervisor.
- ◆ Volunteers are encouraged to debrief with their staff supervisor following disclosure, and contact mental health or crisis supports should they find themselves distressed.

Conflict of Interest

- ◆ Family members of Beacon Community Services staff are welcome as volunteers, but will not be placed in programs directly or indirectly supervised by the staff family member.
- ◆ Volunteers should not accept money, large, or frequent gifts from any individual or organization, other than:
 - ◆ Normal exchanges between individuals conducting business together, where the value does not exceed \$50.
 - ◆ Normal exchange of gifts between friends.
- ◆ Volunteers shall not become involved in the personal affairs of a client, resident, family member, other volunteer, or customer.
 - ◆ “Personal Affairs” includes, but is not limited to, legal, financial, health & wellness, property matters, appointments, activities and affairs outside of the professional working relationship.
 - ◆ Volunteers, or relatives of volunteers may not:
 - ◆ Sign “Consent for Treatment” forms on behalf of a client, resident, family member, other volunteer, or customer.
 - ◆ Witness the signing of wills or other legal documents except as designated or directed by Beacon Community Services.
 - ◆ Provide advice on financial, legal or health issues outside of their professional responsibilities.
 - ◆ Handle or manage monies or assets (apart from those required for minimal personal needs) or accept for safekeeping personal effects and jewelry.
 - ◆ Receive any bequests from the estate of a client, resident, family member, other volunteer, or customer.
 - ◆ In the event a volunteer is requested by a client to carry out any of the above, the volunteer shall report the incident to their staff supervisor or the Manager of Volunteer Engagement. Professional boundaries defining volunteer and client relationships and responsibilities are to be adhered to at all times.
 - ◆ Volunteers must report any suspected situations of a client’s inability to handle their own affairs or of mismanagement of their affairs by relatives or friends to their staff supervisor or the Manager of Volunteer Engagement in good faith.

Youth Policies and Procedures

Involvement of Youth

- ◆ Beacon Community Services considers 'youth volunteers' to be volunteers who are aged 9 to 19.
 - ◆ Youth younger than 9 years old are unable to volunteer.
 - ◆ Youth aged 9 to 12 years old may only volunteer if they are accompanied by a parent. Please review the [Youth Volunteering with a Parent](#) policy for more details.
 - ◆ All youth require signed parental or guardian consent forms prior to volunteering.
- ◆ Youth volunteers are subject to the same intake procedures as adult volunteers, including:
 - ◆ Submitting a volunteer application
 - ◆ Providing contact information for at least two non-family references
 - ◆ Participating in an interview with a Beacon Community Services representative
 - ◆ Undergoing a criminal record check through the Ministry of Justice, which includes a child and/or vulnerable sector check



Youth Volunteer Roles

The following roles may be assigned based on age, availability, and manager approval:

- ◆ Ages 13-15 supervised by a non-parent adult:
 - ◆ *SHOAL Activity Assistant*: help facilitators with set-up, take-down and running of community centre activity groups
 - ◆ *SHOAL Office Volunteer*: assist with clerical tasks such as preparing mailouts, filing paperwork, organizing supplies and greeting community centre visitors
 - ◆ *Special Events Volunteer*: assist with set-up, take-down and running of special events in the community and at SHOAL Centre
 - ◆ *Technology Support Volunteer* (age 14+ only): help individuals learn to use their devices, and assist with light technology support if clients experience barriers
 - ◆ *Thrift Store Volunteer* (age 14+ only): assist with sorting, pricing, hanging, arranging displays, and cash register
- ◆ Ages 16-18 supervised by a non-parent adult:
 - ◆ *Assisted Living Activity Support Volunteer* (youth in pairs): assist staff with group or individual activities for residents, including set-up, take-down and facilitation.

Youth Volunteering with a Parent

- ◆ Youth aged 9 to 12 may volunteer with a parent.
 - ◆ *Assisted Living Activity Support Volunteer*: assist staff with group or individual activities for residents, including set-up, take-down, and facilitation.
- ◆ Parents are considered the primary volunteers when supervising their child.
 - ◆ The parent must apply to become or already be a Beacon Community Services volunteer.
 - ◆ Parent volunteers who are new to Beacon Community Services must undergo the standard volunteer intake procedure as outlined in the *Criminal Record Checks, Reference Checks and Driver's Abstracts* policy.
- ◆ Parent volunteers are responsible for their children at all times during the volunteer shift.
 - ◆ Parents must not leave the child alone and are responsible for maintaining the child's safety.
 - ◆ Parents must ensure the child's conduct is appropriate to the volunteer setting.
- ◆ Youth volunteering with parents are encouraged to be active participants in the volunteering process by completing an application and attending the interview and orientation with their parent volunteer.

Youth Engagement Program (On Hold Until Further Notice)

- ◆ The Youth Engagement Program (YEP) provides volunteer, paid work and learning opportunities for School District #63 students who are 13 to 17 years old.
- ◆ YEP participants who turn 18 are unable to continue with YEP, but are encouraged to continue as volunteers with Beacon Community Services.
- ◆ YEP Volunteering is open to all YEP participants.
 - ◆ Volunteer opportunities include event volunteering, social media content creation, intergenerational programming and other roles.
 - ◆ YEP participants will be supervised by a responsible adult (age 19+) while volunteering.
- ◆ YEP Taskers are YEP participants who are paid to complete light household tasks for community members who require assistance.
 - ◆ The YEP Taskers program is open to participants aged 14 years and older.
 - ◆ YEP Job Coaches will conduct a Jobsite Assessment prior to the start of employment at the client's home, to ensure the environment and tasks are safe for the YEP Taskers participant.
 - ◆ Clients must remain home and supervising the YEP Taskers participant as the task is being completed; this ensures YEP participants are not alone in case of accident or injury.
 - ◆ As a goal of the program is job skill development, clients are asked to act in a 'mentoring' capacity for YEP participants and demonstrate professionalism in their interactions.

Health

Illness

- ◆ Volunteers showing signs of illness are asked to stay home until they are well.
 - ◆ Per the *Attendance, Lateness and Absence* policy, the volunteer should notify their staff supervisor if they are unable to attend their shift due to illness.
- ◆ During influenza season, volunteers are strongly encouraged to receive the influenza vaccine, or to wear a mask while volunteering.
 - ◆ Volunteers in patient care settings, such as assisted living , may be subject to additional protocols to prevent the spread of illness.
 - ◆ The staff supervisor will advise volunteers of any additional illness-prevention measures, including those regarding COVID-19 and other communicable diseases.



Hand Hygiene

- ◆ Beacon Community Services recognizes the importance of using proper hand hygiene to reduce the spread of infection.
- ◆ Volunteers are encouraged to observe proper hand hygiene during their shift.
 - ◆ Hands should be washed with soap and water for at least 20 seconds when visibly soiled, after coughing or sneezing into the hands, or before handling food.
 - ◆ Alcohol Based Hand Rub (known as ‘hand sanitizer’) is a suitable alternative to hand washing if soap and water are unavailable, or hands are not visibly soiled.
- ◆ Volunteers should familiarize themselves with the [7 Steps to Effective Handwashing](#) and the [7 Steps to Apply Alcohol Hand Rub](#) handouts from Island Health.

Smoking and Vaping

- ◆ Smoking and vaping on Beacon Community Services property is not permitted; if volunteers wish to smoke or vape, this must be done in designated outdoor locations.
- ◆ Volunteers should not smoke or vape while representing Beacon Community Services, particularly during public events or while interacting with clients.

Substance Use

- ◆ Volunteers shall not consume or use alcohol or cannabinoid products, nor be under the influence of either, while on duty. At no time may a volunteer be permitted to work in a state of drug impairment, whether by legal prescription, non-prescription medicinal, or illegal consumption.
- ◆ If in the judgment of the staff supervisor, a volunteer is impaired, the volunteer will be asked to leave the premises, and may be subject to further disciplinary action (see [Unacceptable Activities](#) policy).
- ◆ Volunteers who have substance addictions or who are prescribed impairing substances (including, but not limited to, medical cannabis) must inform their staff supervisor or the Manager of Volunteer Engagement, so that appropriate accommodations can be put in place to prevent workplace impairment or safety issues.
- ◆ Volunteers should immediately report to staff if they suspect another volunteer or staff member has consumed or is impaired by alcohol or drugs.



Safety

Fire and First Aid

- ◆ Volunteers should be oriented to the locations of first aid kits, fire alarms, fire extinguishers, and evacuation routes at the sites where they volunteer.
- ◆ In case of a fire, volunteers should leave the area immediately, activate the nearest fire alarm, and call 911. Volunteers will be trained in site-specific fire protocols should they exist.
- ◆ Staff will be trained in emergency procedures, and will assist with evacuation when necessary.

Falls

- ◆ In the case of a fall, call 911 and the first aid attendant.
 - ◆ The volunteer should not attempt to move or lift the person who has fallen.
 - ◆ Volunteers should remain with the person who has fallen unless it is unsafe.
 - ◆ Volunteers should follow the instructions provided by the first aid attendant and/or first responders.
- ◆ Volunteers will be trained in site-specific fall procedures where applicable.

Violence Prevention

Beacon Community Services is committed to taking steps to reduce workplace violence.

- ◆ Workplace violence is the attempted or actual act of causing physical, emotional, psychological or sexual harm at the workplace.
 - ◆ Violence includes any threatening behaviours that place safety at risk, or cause people to believe their safety is at risk. Violence can be intentional or unintentional.
 - ◆ Injury may or may not follow an incidence of violence.
- ◆ Instances of violence must be reported to the staff supervisor or Manager of Volunteer Engagement, even if no injury has occurred.
 - ◆ Reporting ensures thorough and timely investigations into violent incidents. Written records of workplace violence will be kept and maintained by the Manager of Volunteer Engagement.
 - ◆ Risk factors for violence will be identified, and corrective actions will be taken to reduce risk of future incidences.
 - ◆ Volunteers who have experienced workplace violence are encouraged to debrief with their staff supervisor and contact the appropriate mental health and crisis supports.

For more information about workplace violence please visit:

[CCOHS: Violence and Harassment in the Workplace](#)

Incident Reporting

All volunteers are responsible for the application of Beacon Community Services Health and Safety Program and for continual efforts to prevent accidental injuries and/or material damage.

Specifically, each volunteer must be knowledgeable and responsible for:

- ◆ Working safely and maintaining a safe workplace by complying with all applicable safety standards, regulations, directives and procedures.
- ◆ Correcting, neutralizing, and reporting hazardous and unsafe conditions.
- ◆ Using proper protective equipment and clothing, devices, or safety equipment as required by regulatory authorities, safety standards, and procedures.
- ◆ Warning others of known hazards, or of their failure to observe proper safety measures.
- ◆ Inspecting workplaces and equipment for unsafe conditions and hazards.
- ◆ Reporting all accidents, incidents, and near misses and hazards in which they were personally involved or which they personally witnessed.

Volunteers have the right:

- ◆ To know about hazards in the workplace
- ◆ To participate in health and safety activities in the workplace
- ◆ To refuse unsafe work



Harassment

Beacon Community Services does not tolerate workplace harassment.

- ◆ Harassment is conduct that offends, demeans, belittles, or humiliates another person, and the person exhibiting the conduct knows, or should know, that the conduct is unwelcome.
- ◆ Examples of harassment include, but are not limited to:
 - ◆ Verbal or emotional abuse, threats, racist or derogatory language.
 - ◆ Unwelcome jokes, remarks, innuendos, condescension, or taunting about another person's body, attire, age, marital status, ethnicity, religion, national origin etc.
 - ◆ Leering or other inappropriate or offensive gestures.
 - ◆ Practical jokes that cause embarrassment, humiliation, or awkwardness.
 - ◆ Displaying pornographic, racist, or other derogatory or offensive images.
 - ◆ Unnecessary physical or sexual contact including patting, pinching, punching, grabbing.
 - ◆ Any type of assault.
- ◆ Volunteers should report any instances of harassment to:
 - ◆ their staff supervisor
 - ◆ the Manager of Volunteer Engagement
 - ◆ any other Beacon Community Services staff member that the volunteer is comfortable contacting
- ◆ Reports of harassment will be subject to thorough investigation:
 - ◆ The investigation will involve the alleged victim, alleged harasser, the staff member leading the investigation, and the Director or Board Chairperson.
 - ◆ The results of the investigation will inform the consequences for the person exhibiting harassing conduct, which may include dismissal.

Notes

Welcome to



Thank you for choosing to volunteer here.
We are so excited to have you!



LIGHTING THE WAY FOR 50 YEARS.