



VOLUNTEER PACKAGE

NELSON & DISTRICT YOUTH CENTRE



Nelson & District Youth Centre

City of
NELSON

VOLUNTEER ORIENTATION AGENDA/CHECK LIST

- Overview of Centre history, mission statement, organization
- Volunteer Application Form
- Volunteer expectations & responsibilities
- Volunteer conduct brief
- Discuss & sign the Oath of Confidentiality Form & Volunteer Agreement
- NDYC tour and staff introductions

I have completed the volunteer application and I, _____, understand the information provided and have asked questions when the information was unclear.

Volunteer Signature:_____ Date:_____

Staff Signature:_____ Date:_____



NDYC MISSION & HISTORY

"Creating a safe, accepting, and empowering community where all youth can interact and access a variety of programs, services and activities they need and enjoy."

Established as a department of the City of Nelson in 1997 to serve the recreational, employment, cultural and developmental needs for the youth of the city, the youth centre strives to; create a community that honors the inherent worth of every individual and develop young leaders, promote activities and services to youth, work collaboratively with other community organizations and secure funding to ensure the consistency of the youth centre and its programs.



UNDER ONE ROOF

The Nelson and District Youth Centre also operates: The City of Nelson Campground, The City of Nelson Parkade & The Nelson Farmers Market.

The Youth Centre provides extensive out of school programming for families in the area, including: Summer, Winter Break, Spring Break and Pro-D Camps, as well as after school care.

The Nelson Youth Action Network (NYAN) is also housed in the NDYC. NYAN provides relevant programming for youth ages 12-18 in the local community.

VOLUNTEER CODE OF CONDUCT

Welcome to the NDYC!

As a volunteer and team member you are viewed as a role model and valuable resource to youth in our community. In this role, it is important that you show a positive and professional attitude and that you treat all youth with dignity, respect and courtesy, maintain confidentiality and conduct yourself in accordance to the policies and procedures of the NDYC.

Although volunteers do not maintain the same authority as staff members do, our team is here to assist you and provide guidance and support as needed.

Maintain Clear Boundaries

As a volunteer, definite boundaries between yourself and the youth participants must be maintained. Sexual or romantic involvement is not permitted between participants and volunteers and such an issue may be cause for dismissal.

Volunteers are viewed as role models by participants and occupy a "position of trust". For this reason, it is imperative clear boundaries are in place, which maintain a professional and objective relationship.

Avoid giving out your home address, phone number or personal information about yourself.

VOLUNTEER CODE OF CONDUCT CONTINUED..

Marijuana, Drugs & Alcohol

NDYC enforces a **zero-tolerance** policy for marijuana, drugs and alcohol when representing the NDYC.

Disclosures

Discussions of difficult topics may arise while working with youth, As the NDYC provides safe , non-judgmental space for youth to access support a variety of issues often come to the surface and youth sometimes feel comfortable disclosing information to someone they view as a role-model.

- Be prepared for youth to share a variety of things about themselves. You may wish to become familiar with local resources that they can access for support.
 - If a youth discloses information to you, remember that any information is kept confidential and is not to be shared with others unless the situation falls into your legal responsibility to report. **Information should also be shared with NDYC staff, as they can provide you and the youth with resources support and guidance.**
 - Duty to Report: If you think a **child** or **youth** under 19 years of age is being abused or neglected, you have the legal duty to report your concern to a child welfare worker. Phone **1 800 663-9122** at any time of the day or night.
-

VOLUNTEER CODE OF CONDUCT CONTINUED..

Professional Conduct

All professional relationships are based on respect and communication. The NDYC acknowledges that every person has the right to an open, safe, welcoming and non-judgmental environment. Volunteers are expected to perform their duties in a manner that encourages and supports this atmosphere and without any actions or comments that may be perceived as derogatory to any group or individual.

Volunteers are expected to maintain a relationships with participants that is within professional boundaries. Such relationships must not create conflict of interest or put the youth participants at risk. Services provided by volunteers are provided within range of competency and within the parameters of the job description. Any issues that arise outside of this range should be discussed with youth centre staff.

EXPECTATIONS & RESPONSIBILITIES

As a volunteer with the NDYC, there are expectations and responsibilities required to fulfill your new position.

Expectations:

- Learn about the organization and its policies.
 - Get an orientation to the organization and training for your volunteer role.
 - Know the organization's policy or protocol around occupational health and safety.
 - Ask for and have regular reviews or evaluations of your performance.
 - Get guidance and support for your volunteer role.
 - Be reimbursed for all volunteer work-related expenses for the organization.
-

Responsibilities:

- As a volunteer you have the responsibility to:
- Be punctual for your volunteer shift or duty.
- Be reliable and responsible.
- Communicate any issues or concerns which are likely to affect your volunteer duties.
- Do your duties as assigned and directed
- Accept guidance from the Volunteer Coordinator or Supervisor.
- Be willing to learn and participate in orientation, training programs, and meetings.
- Understand the role of paid staff, maintain a smooth working relationship with them and stay within the bounds of a volunteer role.
- Keep sensitive organizational information confidential.
- Comply with the policies and procedures of the organization.

I, _____, agree to abide by the above expectations and responsibilities,.

Volunteer Signature

Date

NDYC Manager

Date

Volunteer Name: _____

Address _____

Phone: _____

Email: _____

Emergency Contact Name: _____

Phone: _____

Supervisor's Name: _____

Phone _____

Email: _____

Agreement Start Date:_____

Termination Date:_____

I hereby agree with the City of Nelson to provide the following service on a voluntary basis:

Activity	Dates (From)	Dates (To)



Nelson & District Youth Centre

I agree that in providing services under this Agreement I will not be an Employee or Agent of the City of Nelson, and I am not entitled to and do not expect any salary, wages, or other benefits for services provided.

I agree that I will be providing services under the direction of the City of Nelson and I will comply with the City's rules and procedures regarding volunteer services and the project that I am providing volunteer services for.

I agree that I will at all times maintain the confidentiality of information received in the course of my services under this agreement.

I understand that for the performance of my duties under this Agreement I will be covered by the City of Nelson's Volunteer Liability Insurance.

I agree that all material, equipment and other goods provided by the City of Nelson for my use under this Agreement (other than expendable materials) will be returned to the City of Nelson on completion of the services or as required, in the same condition as when received, reasonable wear and tear is expected. If any such material, equipment or other goods are damaged during the course of my volunteer activities I will report such damage, and return the damaged item as soon as possible, to my supervisor.

I agree to provide the City of Nelson as recent Criminal Record Check upon request.

I have read and understand all of the information in this document and agree to conduct my activities in accordance with its contents.

Volunteer Signature: _____

Witness Signature: _____

Witness Name (print): _____

Date: _____



I, _____ hereby undertake as part of the condition of my volunteer role to keep in strict confidence any information concerning the participants of the Nelson & District Youth Centre.

I will not engage in discussion of cases or clients within or outside the Nelson & District Youth Centre on a need to know basis as required for the appropriate conduct of the Youth Centre business.

I also undertake that I will never remove any confidential written material, of any kind, from the premises of the establishment under express instruction to do so.

Signature of Volunteer: _____

Date: _____

Signature of Witness: _____

Position Held: _____
