

Ve'ahavta Volunteer Manual

This manual applies to all program, advisory committee, Board, event and administration volunteers working on-site at Ve'ahavta, or acting on behalf of Ve'ahavta.

Volunteer hereby means: A person who contributes time, energy, and talents to Ve'ahavta of his or her own free will and is not paid for doing so. This includes accepted and enrolled volunteers, students, members of the Board of Directors and Board committee members.

The following sections will guide you through being a Ve'ahavta volunteer:

1. Philosophy of Volunteer Involvement
2. Volunteer Rights and Responsibilities
 - a. Worksite
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 - c. Absenteeism
3. Becoming a Ve'ahavta Volunteer
4. Orientation
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1. Philosophy of Volunteer Involvement

Ve'ahavta's most valuable asset is its people including employees, volunteers, contractors, consultants, Board of Directors and those who participate on boards and advisory committees. Volunteers support our staff and programs by performing a wide-variety of activities. Ve'ahavta is committed to ensuring that volunteers are valued and respected.

Ve'ahavta believes that introducing volunteerism into someone's life is a tremendous gift to that person and to the world. In addition to enriching the lives of others, Ve'ahavta engages community members in meaningful and hands-on volunteer opportunities to support our collective mission of *tikun olam* (repairing the world). Involvement and support of the community is instrumental to our success. Volunteers are an essential part of Ve'ahavta and play an invaluable role in our continuing efforts.

It is our hope that beyond the hours spent with Ve'ahavta that our volunteers take *tikun olam* to "the next level" by integrating it into their everyday thinking and actions.

2. Volunteer Rights and Responsibilities

Ve'ahavta volunteers have the right to be given meaningful assignments, the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation, and the right to recognition for their time and efforts. In return, volunteers agree to actively perform their duties to the best of their abilities and remain loyal to the values, goals, policies, and procedures of the Ve'ahavta volunteers.

If at any time volunteers wish to make a complaint they may do so by reaching out directly to the Manager of Volunteer Programs, by email at volunteer@veahavta.org.

The Manager of Volunteer Program will initiate verbal contact with the volunteer with best efforts within 2 business days of receiving the complaint and record the complaint in writing in more detail. During that conversation the Ve'ahavta staff will outline next steps.

Volunteers are required to adhere to agency policies including:

- Volunteer Anti-Discrimination and Anti-Harassment Policy,
- Volunteer Anti-Violence Policy,
- Volunteer Conflict of Interest Policy,
- Volunteer Customer Complaint Policy,
- Volunteer Health and Safety Policy,
- Volunteer Discipline and Dismissal Policy
- Volunteer Release and Waiver
- Volunteer Media Release

All listed documents will be reviewed and signed during the volunteer application process. Failure to comply with any of the policies may result in the termination of the volunteer's relationship with Ve'ahavta or other corrective action.

2.1 Worksite

Volunteer worksites will contain the necessary facilities, equipment, and space to enable the volunteer to work safely and effectively in order for volunteers to comfortably perform their duties. Specific worksites will be outlined during orientation. Worksites and equipment will be comparable to that of paid staff performing similar duties. Worksites/stations are flexible and can change from time to time depending on the needs of the program.

2.2 Dress Code

Volunteers, like employees are responsible for presenting a good image of Ve'ahavta to clients, visitors and the community and follow the guidelines outlined in the Ve'ahavta Dress Code Policy as follows:

Suitable Attire: Volunteers should wear comfortable, clean and modest clothing appropriate for their volunteer activity.

Volunteers who carry out Outreach duties as part of MJRH program should dress appropriate to the work, e.g. seasonally appropriate clothing and footwear and will be provided with mandatory safety wear.

The Upper Shelf volunteers should wear closed toed shoes and clothing they do not mind getting dusty.

Recipe for Success volunteers are required to wear the provided hair nets, bread nets (if applicable) and closed toed shoes at all time. Volunteers should not wear dangly jewelry or long false nails.

Please avoid heavily scented products regardless of your volunteer role to respect those with allergies and sensitivity to fragrances.

2.3 Absenteeism

Volunteers are expected to attend on their scheduled days and times. Should a volunteer be late or unable to attend they are expected to notify their immediate program supervisor, or the Volunteer Services Coordinator as soon as possible. Volunteers are not expected to travel to Ve'ahavta in adverse weather conditions. Volunteers who are consistently late or absent may be asked to withdraw from their position with Ve'ahavta. Volunteers are entitled to lunch and breaks similar to those given to staff. Volunteers are not expected to be at Ve'ahavta on statutory holidays or on religious days that they observe.

Volunteers will be sent a reminder email 24 hours in advance of their shift as well as instructions for how to cancel their shift or alter the outreach worker in the case of lateness or unplanned absenteeism.

3. Becoming a Ve'ahavta Volunteer

All volunteers are required to apply for specific volunteer roles using the online portal. All potential volunteers are then screened, and some will be asked to participate in an interview with the staff who oversee program they are applying to volunteer with before being assigned to a role.

Once a volunteer has completed their application and screening they will be assigned orientation and training times.

4. Orientation

All volunteers (with the exception of event and MJRH volunteers) are required to attend an orientation session at Ve'ahavta before being trained and schedule for a volunteer shift.

There will be an orientation once a month and volunteers will be given the details of the next available orientation date during the volunteer interview.

5. Training

The following programs have specific training sessions:

- Recipe for Success (at the site kitchen)

- The Upper Shelf (at the site warehouse)
- BFW/VSA Facilitators (conducted via zoom)
- MJRH Volunteers (at the site warehouse)

6. Communication and Evaluations

Volunteers are entitled to all the necessary information required to perform their work assignments. This includes access to all appropriate information, e-mails, material, meetings and records relevant to their work duties. When appropriate, volunteers are given a Ve'ahavta email account, are included in various staff distribution lists, attend team meetings, "all staff" meetings and AGMs. Volunteers may also be given access to various databases and program drives or folders, depending on the work they are doing.

6. 1 Feedback and Evaluation

Volunteers are provided with verbal feedback on an on-going basis.

The following volunteer roles receive specific evaluation and feedback opportunities:

- All volunteers are given a feedback survey after their first shift, as well as annually or following any specific volunteer event.
- Volunteers are also given regular opportunities to check in with their program leaders as well as the volunteer team.

Should problems/conflicts arise at any point in your volunteer role the volunteer discipline and dismissal policy, reviewed as part of your orientation, will be implemented.

6. 2 References

Volunteers may request a reference letter after their placement is complete, or they have been in the role for at least three months of service.

These letters are written by their immediate supervisor and a copy given to the Volunteer Service Coordinator for their file. Exceptions can be made if a volunteer is going for a job interview and the immediate supervisor is confident that they know the volunteer well enough to formulate a letter. If a volunteer needs a letter for Ontario Works, ODSP or for child care subsidy, these letters must come from the Director of Program and will only be written after the volunteer is active and in good standing for at least 2 full weeks.