



FEED IT FORWARD

Feed it Forward

Volunteer Handbook

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Feed it Forward Volunteer Handbook

Volunteer Code and Policies

About this Document

This handbook outlines the codes and policies for all Feed it Forward volunteers. Volunteers are requested to read this handbook and become familiar with the codes and policies before starting their first volunteer shift.

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Section 1: Volunteer Code

General Responsibilities

As a volunteer, you have the responsibility to:

- ✓ Be punctual for your volunteer duty or shift
- ✓ Be reliable and responsible
- ✓ Do your duties as assigned and directed
- ✓ Accept guidance from the Volunteer Coordinator or Supervisor
- ✓ Understand the role of the staff, maintain a smooth working relationship with them and stay within the bounds of the volunteer role
- ✓ Comply with the policies and procedures of the organization

Confidential Information

Feed it Forward volunteers are required to protect confidential information about Feed it Forward, our Partners, Sponsors and any other relevant parties before, during and after the volunteer shift.

Confidential information (addresses and telephone numbers) of Feed it Forward workforce should never be discussed or disclosed to anyone other than those authorized to receive it.

Contact with the Media

Members of the media who request comments or information should be politely directed to the Volunteer Coordinator or Supervisor. This will ensure the media receives accurate information through the appropriate channel. Similarly, Feed it Forward volunteers are not permitted to give interviews, appear in promotions, advertisements or endorsements or give assistance to the media in relation to any story concerning the Feed it Forward organization without prior consent from Feed it Forward.

Criminal / Illegal Activity

Complying with laws is the foundation upon which ethical behaviour is built. All Feed it Forward volunteers, staff and contractors must obey all the laws, rules and regulations of the city, province and country in which they do business.

Any Feed it Forward volunteer found to be engaging in criminal or illegal activity will be referred to the police.

Diversity and Inclusion

All Feed it Forward volunteers should strive to create an inclusive environment — one where everyone feels welcomed, respected, supported and valued, regardless of their differences.

Here are some general tips for creating an inclusive environment:

- ✓ Treat everyone with the same level of respect and dignity.
- ✓ Be careful not to make assumptions based on someone's appearance; treat each interaction as new and each person as an individual.
- ✓ Focus on the person, not their difference.
- ✓ Check that people are comfortable with what is being asked of them.

- ✓ Encourage inclusive behaviour with co-workers.

For example, comments (including jokes) about particular cultures, races, gender, sexual orientation or ethnicities are not acceptable.

Drugs and Alcohol

Feed it Forward prohibits the possession, sale, distribution, use or being under the influence of alcohol, illegal drugs or any other substances that may affect performance and behaviour in the workplace. Use of illegal drugs or other performance-impairing substances prior to and/or during a volunteer work shift is not allowed and may result in termination.

Facilities and Property

All Feed it Forward volunteers are required to use Feed it Forward property responsibly. Property includes all food, drink, kitchen and serving equipment and office equipment, including computers. Volunteers are not permitted to remove Feed it Forward property from its premises and/or use the property for private purposes without prior approval. Theft, damage to or misuse of Feed it Forward property is explicitly prohibited and will be treated as a serious offense.

Personal Property

There is no secure storage available for personal items such as portable music players, cameras, tablets and laptops. Feed it Forward will not assume responsibility for loss, theft or damage to volunteers' personal possessions.

Professional Behaviour

Feed it Forward volunteers have a responsibility to act professionally at all times and to be alert, friendly and committed to service excellence while performing their roles. Obscenities, offensive language and inappropriate jokes are unacceptable in the workplace. If these issues arise, the Volunteer Coordinator or Supervisor will discuss the relevant concerns with the volunteer and will seek to resolve the matter in a timely, courteous and confidential manner.

Dismissal can occur as a result of consistent unprofessional behaviour or serious misconduct.

Feed it Forward will always attempt to resolve any issues fairly and equitably. In such cases, your supervisor/manager will discuss the relevant concerns with you and seek to resolve the matter in a timely, courteous and confidential manner.

Selling or Canvassing On-Venue

Volunteers must not engage in personal business or other interests during scheduled volunteer hours. This includes displaying or distributing posters, pamphlets and catalogues, and/or approaching colleagues or clients in relation to those activities.

Smoke-Free Environment

Feed it Forward is dedicated to providing a healthy, comfortable and productive work environment.

As required by government legislation, smoking is not permitted inside work premises or within 20 metres.

Social Media

Volunteers who choose to share their volunteer experiences via social media should do so in a way that respects others and does not infringe on the rights of other volunteers, partners or media, sponsors and organizers.

Social media guidelines to consider:

- ✓ Behave professionally and in a manner that reflects our values. Don't insult anyone or say anything that could be construed as offensive. Be positive.
- ✓ Views expressed on social media are the volunteer's own and he/she is responsible for them. Volunteers should not post anything that wouldn't be said in public.
- ✓ Don't share any personal or confidential information about anyone else.
- ✓ Don't intrude on others' privacy – ask permission to take photographs to share on social networks.

Photos and videos must only be for personal use and not commercial gain. For example, volunteers can post photos on their personal social media account pages, but photos cannot be sold.

Training

Training provides exciting and important components to the volunteer experience, as well as valuable information to help volunteers complete their roles safely and effectively. Volunteers are required to complete all designated training.

Whistle-Blower Policy

Feed it Forward volunteers have a duty to report any concerns to the Volunteer Coordinator or Supervisor so that a prompt investigation, and corrective and preventative actions can be taken.

Please report any activity that:

- ✓ You believe contravenes the law.
- ✓ Violates the policies outlined in the Feed it Forward Volunteer Handbook.
- ✓ Represents a misuse of Feed it Forward property or resources.
- ✓ Represents a danger to public health, safety or the environment.

Volunteers who are uncomfortable speaking to their supervisor/manager, may use the Feed it Forward contact line anonymously to report a concern. All concerns will be investigated and appropriate corrective and preventative action will be taken.

Contact Line is 647-879-2433

Section 2: Health and Safety

Feed it Forward is committed to providing and maintaining a safe and healthy work environment for all volunteers that is compliant with legislative requirements and industry standards. All volunteers are expected to take an active role in ensuring they keep themselves and others safe at all times. All volunteers must practise safety first. Volunteers will receive more information about Health and Safety during their training sessions.

Minimizing Risks

A volunteer's personal safety, as well as the safety of others, is paramount. Volunteers should consider the following to minimize health and safety risks:

- ✓ Become familiar with workplace hazards and what to do about them.
- ✓ Ask for assistance when needed.
- ✓ Ensure adequate training has been given for the assigned task.
- ✓ You have the right to refuse work that you believe is unsafe.
- ✓ Learn about all health and safety policies and procedures.
- ✓ Report any safety hazards, incidents or accidents to a supervisor.
- ✓ Know the location of first aid kits and what emergency evacuation procedures are.
- ✓ Learn who the staff and other volunteers are during a shift.
- ✓ Be aware of the nearest phone/radio in the work area.
- ✓ Keep personal items and valuables out of the venue/facility.

Reporting Incidents and Seeking First Aid

Volunteers must report all incidents to their Volunteer Coordinator or supervisor. An incident includes an accident or other occurrence that caused an injury or occupational disease, or had the potential to. Volunteers who suffer an injury at work must immediately seek medical first aid and notify the Volunteer Coordinator or Supervisor.

Workplace Harassment

Workplace harassment means engaging in inappropriate and unwelcome comments or conduct against another person in the workplace.

If a volunteer sees or hears inappropriate conduct by another individual, he/she must contact the Volunteer Coordinator or Supervisor immediately. If the person committing the unwelcome acts is the volunteer's Supervisor, the volunteer must identify his/her concern to the Volunteer Coordinator.

Workplace Violence

Workplace violence can include abuse, threats, intimidation or assault. Workplace violence can occur between staff, volunteers, partners or clients.

Any act of violence will not be tolerated. A volunteer must immediately contact his/her supervisor when responding to a potential or actual threat of violence in the workplace. If a client is potentially violent, the volunteer should not try to stop the violence, report it immediately to the Supervisor and then call the police. Under no circumstances should the volunteer put himself/herself in any danger by attempting to restrain or remove a violent person.

Volunteer Health and Safety Awareness Training

If you are supervising volunteers please complete the [Ministry of Labour Supervisor Health and Safety Awareness Training](#).

Feed it Forward recommends all volunteers complete the [Ministry of Labour Health and Safety Awareness Training](#). Volunteers will receive a digital certificate of completion once the training is complete. The certificate should be kept for record-keeping purposes.

Section 3: Acceptable Use of Technology

Policy

1. All data created by Feed it Forward volunteers on Feed it Forward systems remain the property of Feed it Forward.
2. Anything created, stored, received or sent on or from Feed it Forward systems is not private or confidential and is owned by Feed it Forward.
3. Authorized Feed it Forward individuals may audit, evaluate and monitor networks and systems communications at any time to ensure compliance with Feed it Forward policy and standards.
4. Feed it Forward volunteers must use the credentials assigned to them to log on to Feed it Forward systems. Feed it Forward volunteers must not use the credentials assigned to another individual or provide their password to others.
5. Personal use of Feed it Forward systems including internet, email, telephones and mobile devices is a privilege. Feed it Forward volunteers are expected to keep personal use at a reasonable level. Streaming media through Feed it Forward systems is for business-related purposes only. Incidental and infrequent personal use of technology, such as web browsing, accessing email, making personal phone calls, and using printers and computers is permitted as long as:
 - a. Such use does not interfere with job performance.
 - b. Company resources, time and supplies are not misused.
 - c. Such use does not interfere with, or negatively impact, Feed it Forward's business or reputation and is consistent with its core values.
 - d. Such use does not go against this policy.

Confidentiality and Security

Feed it Forward volunteers are not permitted to distribute confidential materials to others unless authorized by the Volunteer Coordinator or Supervisor. Volunteers must not post to blogs, forums, social networking sites or news groups using Feed it Forward email accounts or contact information unless the posts are for Feed it Forward business purposes and the volunteer has been given consent from the Volunteer Coordinator or Supervisor.

Feed it Forward members must use extreme caution when opening email attachments received from unknown senders, which may contain viruses, spyware, email bombs or Trojan horse programs. Volunteers who use Feed it Forward data, documents or systems outside of Feed it Forward premises are responsible for ensuring that information is protected from theft, tampering or loss.

Feed it Forward technology must not be left unsecured or unattended at any time.

Passwords

- ✓ Passwords must be kept secure and must not be shared.
- ✓ Authorized users are responsible for the security of their passwords and accounts.
- ✓ Users must securely lock workstations and mobile devices when unattended.

Unacceptable and Prohibited Activities

Feed it Forward volunteers are not authorized to engage in any activity that is illegal under local, provincial, federal or international law while using Feed it Forward technology systems and equipment. The following are examples of inappropriate conduct and misuse of systems and equipment:

- ✓ Use of unauthorized or unlicensed software.
- ✓ Distribution of and/or access to unauthorized or inappropriate material.
- ✓ Violation of copyright, patent or other intellectual property protection laws.
- ✓ Conducting business unrelated to Feed it Forward.
- ✓ Security breaches and/or disruptions of network communication.
- ✓ Use of mobile phones while operating or fuelling motor vehicles.

The above activities are strictly prohibited. Please note that this list is not intended to be exhaustive.

Enforcement

Authorized Feed it Forward technology individuals will audit networks, evaluate systems and monitor electronic communications on a periodic basis to ensure use is compliant with Feed it Forward policies and standards. Feed it Forward volunteers are encouraged to report issues that are not consistent with this policy. Technology may revoke access privileges to applications, systems or networks if the technology policies and standards are breached.

Any breach of this policy and related security controls is considered a serious offense and Feed it Forward volunteers may be subject to disciplinary action up to, and including, services and privileges being revoked or termination of employment or assignment.