



Langley Senior Resources Society

socialize ♥ learn ♥ enjoy life

Langley Senior Resources Society

Code of Conduct For Volunteers

July 2015



CODE OF CONDUCT - VOLUNTEERS

BACKGROUND

The Langley Senior Resources Society (hereinafter referred to as “LSRS”) is an independent, not for profit, charitable organization that has been providing health, recreational and food services to seniors and adults of all abilities since 1982. The Society is lead by a voluntary Board of Directors which is the governing Body, with the day to day operations being managed through the Executive Director, staff and volunteers.

Mandate	<i>To connect people 50+ with recreation, resources and programs designed to meet individual and specific needs and improve their quality of life.</i>
Mission	<i>To deliver services through a holistic approach aimed at meeting the emotional, physical and social needs of seniors and their families.</i>
Vision	<i>We envision a community in which all seniors are supported and empowered to socialize, learn and enjoy life</i>
Values	<ul style="list-style-type: none">• <i>Caring</i>• <i>Respect</i>• <i>Empathy</i>• <i>Independence</i>• <i>Safety</i>• <i>Equality</i>

VOLUNTEERING AT LSRS

Langley Senior Resources Society values its volunteers because they make it possible to expand our reach to people in need.

Volunteers are people who care reaching out to help others in need or to solve a community problem.

It is founded on a belief in the dignity and worth of each individual, a sense of responsibility for sharing time and talents, and a commitment to purposeful citizenship.



CODE OF CONDUCT

The following Code of Conduct (“the Code”) is designed to allow the Society to preserve its long tradition of integrity and credibility with its members. This Code parallels the Code of Conduct in the LSRS Employee Handbook and applies to all members, program volunteers, and any third party service provider in face-to-face contact with our members and volunteers.

The primary elements of this Code of Conduct are:

Service	<ol style="list-style-type: none"> 1. Always act with fairness, honesty, integrity and openness; respect the opinions of others and treat all with equality and dignity without regard to gender, race, colour, creed, ancestry, place of origin, political beliefs, religion, marital status, disability, age, or sexual orientation. 2. Promote the mission and objectives of the Langley Senior Resources Society in all dealings with the public on behalf of the Society.
Accountability	<ol style="list-style-type: none"> 1. All groups covered by this Code of Conduct will act with honesty and integrity and in accordance with any professional standards and/or governing laws and legislation that have application to the responsibilities you perform for or on behalf of Langley Senior Resources Society. LSRS’s Human Resource policies apply to all volunteers and employees. Policies are reviewed frequently and more often if an issue arises with its interpretation and use. 2. Comply with both the letter and the spirit of any training or orientation provided to you by the Langley Senior Resources Society in connection with those responsibilities. 3. Adhere to the policies and procedures of the Langley Senior Resources Society and support the decisions and directions of the Board and its delegated authority. 4. Take responsibility for your actions and decisions. Follow reporting lines to facilitate the effective resolution of problems. Ensure that you do not exceed the authority of your position.
Standards	<ol style="list-style-type: none"> 1. By joining a program as a volunteer, a person agrees to work according to the same standards as paid staff. Please bear in mind that our Centre is a business establishment and we ask that you present yourself (and your vehicle) in a professional manner through your dress and attitude. Any compensation is as stipulated only by your supervisor.



2. **Confidentiality:** Volunteers shall not repeat or release to others information pertaining to their clients except to notify staff of any concerns. We suggest that you refrain from giving your home phone number to clients.
3. **Reliability/Punctuality:** Volunteers will be on the job as arranged, and in good time, knowing that others are counting on them and can become anxious about changes in plans. If the volunteer is unable to meet their commitment for any reason, (including an unsatisfactory client/volunteer match) he/she should contact the program coordinator as soon as possible to be relieved or temporarily replaced.
4. **Health Concerns:** Volunteers will inform the coordinator if they have a concern about the health or safety of a client. Volunteers are also expected to make good judgments regarding their own health and how it might affect their ability to perform their volunteer tasks.
5. **Alcohol/Drugs:** Volunteers shall not be under the influence of alcohol or any illegal drug or substance when volunteering. Observe the cautions for prescription or over-the-counter medications.
6. **Products/Services:** Volunteers shall not sell goods or services to clients or encourage clients to purchase any products or services. By the same token, volunteers should avoid buying items from clients.
7. **Gifts:** Volunteers shall not accept monetary or valuable gifts. Small gifts such as flowers, chocolates, etc. at birthdays or Christmas are acceptable. If the client wishes to ‘treat’ you, always offer to go “Dutch”. (ie. each pay their own)
8. **Influencing Beliefs:** Volunteers shall not attempt to influence clients’ religious or political beliefs or comment on their lifestyle.
9. **Smoking:** Volunteers shall not smoke in a client’s home without the client’s permission. Volunteers may ask that clients not smoke in their vehicles and should not smoke when driving a client.
10. **Banking/Money Handling:** Volunteers may assist clients with banking, but must not otherwise involve themselves in the clients’ financial affairs. Whenever possible, volunteers should direct the client to banking personnel for assistance. Volunteers must always be cautious when handling a client’s money. Be sure to provide receipts for any



	<p>expenditure. Let the Coordinator know if you have to handle money or if you are uncomfortable with it.</p> <p>11. Representation: Remember that you represent all of us at the Langley Seniors Centre. We expect that your experiences will be positive here. If not, it is important to resolve issues with the persons involved directly or ask for assistance from your supervisor or volunteer manager. A positive image of the Seniors Centre in the community is vital to its success.</p>
Conflict of interest	<p>Conflict of interest arises when a person participates in a decision about a matter (including any contract or arrangement of employment, leasing, sale or provision of goods and services) which may benefit or <i>be seen to</i> benefit that person because of his/her direct or indirect monetary or financial interests affected by or involved in that matter.</p> <p>It is the duty of any person taking part in the operations of the Langley Senior Resources Society to adhere to the Conflict of Interest Policy at all times. In the event that such a matter arises, the person shall formally disclose the interest, refrain from attempting to persuade or influence other persons participating in the decision, and shall not cast any vote on the matter.</p>
Confidentiality	<p>Confidentiality is very important and it applies to all volunteers and staff of the Langley Seniors Centre. The privacy of clients, volunteers, members and staff must be respected.</p> <ol style="list-style-type: none">1. Respect and maintain the confidentiality of information gained as a volunteer or employee, including, but not limited to, all computer software and files, passwords and codes, LSRS business documents and printouts, and all volunteer, employee, membership, donor and supporter records.2. Respect and maintain the confidentiality of individual personal information gained through your role in LSRS, for example, in personal interactions, support groups, meetings or in service programs.3. A client's specific information and situation should not be shared with colleagues, family or friends. Information about your volunteer role may be shared in the most general terms only.4. At volunteer meetings, when you may be sharing situations about



	<p>clients to your peers, it is important not to name the client or state too many identifying characteristics. Anything shared at volunteer meetings is also considered confidential.</p> <p>5. Clients must be assured that their information will be kept private in order to build trusting relationships.</p> <p>There are two exceptions to sharing confidential information.</p> <ol style="list-style-type: none"> 1. You may need to share private information when talking over concerns about your client or yourself with your staff supervisor. Ultimately, the information should be given in order to benefit the client. 2. Confidentiality MUST be breached if: <p>A client reports the sexual abuse of a person under the age of 19.</p> <p>The client states that he/she may harm another person or himself/herself.</p> <p><u>Report these circumstances to your staff supervisor immediately.</u></p>
<p>Respectful Communication</p>	<p>How we speak to each other in our daily interactions is vitally important!</p> <p>As a volunteer, you are expected to communicate respectfully at all times in your dealings with other volunteers, staff or clients and members.</p> <p>Here are some basic tools to facilitate respectful communication.</p> <p>R = take RESPONSIBILITY for what you say and feel without blaming others.</p> <p>E = use EMPATHETIC listening</p> <p>S = be SENSITIVE to differences in communication styles</p> <p>P = PONDER what you hear and feel before you speak</p> <p>E = EXAMINE your own assumptions and perceptions</p> <p>C = keep CONFIDENTIALITY</p> <p>T = TRUST ambiguity because we are not here to debate who is right or wrong</p> <p><i>Taken from Kaleidoscope Institute website kscopeinstitute.org</i></p>



	<p>Our ultimate goal is: “People will feel comfortable and respected in our presence, while we are still able to get our point across and stand our ground.”</p>
Personal or Sexual Harassment	<p>Sexual harassment is any conduct, comment, gesture or contact of a sexual nature that one would find to be unwanted or unwelcome by any individual, or that might, on reasonable grounds, be perceived by that individual as placing a condition of a sexual nature on an employment or career development.</p> <p>Personal harassment means any conduct whether verbal or physical that is discriminating in nature, based upon another person’s race, colour, ancestry, place of origin, political beliefs, religion, marital status, size, physical or mental disability, sex, age or sexual orientation. It is discriminatory behaviour, directed at an individual, that is unwanted or unwelcome and causes substantial distress in that person and serves no legitimate work-related purpose.</p> <p>LSRS has a zero tolerance policy with respect to Personal /Sexual Harassment. Personal/Sexual Harassment in any form is strictly prohibited and may be grounds for termination as a volunteer, or, in the case of an employee, immediate dismissal for just cause without notice or pay in lieu of notice.</p> <p>Please refer to the LSRS Personal and Sexual Harassment Policy for further information.</p>
Bullying	<p>As an organization, LSRS has a legal obligation to prevent and address workplace bullying and harassment. As a volunteer here, Langley Seniors Centre is considered your workplace.</p> <p>If you are feeling belittled, humiliated, or intimidated during your volunteer time with us, please talk to a staff member or the volunteer coordinator for support in dealing with the situation. You are not alone and LSRS has a zero tolerance for bullying and harassment! If appropriate, LSRS will advise the RCMP of incidents of bullying on our premises.</p> <p>For further information, please refer to the LSRS Workplace Bullying & Harassment Policy and Reporting Procedures.</p>
Implementation	<p>Strict observance of this Code of Conduct is fundamental to the activity and reputation of the LSRS. It is essential that all volunteers, all employees</p>



(permanent full-time, hourly, fixed term contract, permanent part-time), and any other third party service provider in face-to-face contact with our clients adhere to this Code. They will certify this by signing a Declaration that they have read and will abide by this Code.

The Employee Handbook gives further details of this and other policies and procedures of the LSRS. Management has the responsibility of ensuring compliance with all Codes and Policies of the Langley Senior Resources Society. Failure to comply with these policies and procedures may result in termination of volunteer services or revocation of membership.



FAILURE TO ADHERE TO THE LSRS CODE OF CONDUCT

Volunteerism is the life blood of the Langley Senior Resources Society. It is a vital component of the culture of the Seniors Centre and as such is highly valued. At the same time, expectations for volunteer performance and behaviour are high.

When a volunteer is not performing to expectations or is behaving in a manner which is detrimental to the Society or to the safety of clients, members, staff or the public, the following is the protocol for disciplinary action.

<i>Investigation:</i>	At the first indication of unsatisfactory performance or detrimental behaviour, the position Supervisor of the volunteer (or the Executive Director of LSRS) will schedule an informal, face to face meeting with the volunteer to discuss the specific issues that are of concern. A written plan for improvement will be agreed upon and a period of time will be identified for said improvement to be accomplished. Either the volunteer or the position Supervisor may ask for a third party to be present.
<i>Improvement Requested:</i>	If improvement is not seen in the allotted time period, the Supervisor will deliver a written warning to the volunteer with a copy going to the Volunteer Coordinator. This will be kept on the volunteer's personal file.
<i>Failure to Improve:</i>	Should concerns or attitudes persist, the position Supervisor and the Volunteer Coordinator will recommend to the Executive Director that the volunteer's membership be suspended for a period of time. A determination of whether the volunteer's behaviour can improve will be made by the Supervisor and Executive Director, along with a future review prior to the volunteer resuming their duties. The decision will be relayed to the volunteer in a private meeting with the Supervisor and the Volunteer Coordinator.
<i>Immediate Suspension/Dismissal:</i>	The following behaviours are subject to immediate suspension or dismissal and removal of the volunteer as a member: <ul style="list-style-type: none"> • Bringing a weapon into the centre, whether loaded or not, registered or not • Theft • Inappropriate sexual behaviour • Bullying – other volunteers, members, staff or directors • Coming to work under the influence of drugs or alcohol • Physical violence or threats.



<i>Volunteer Dismissal</i>	In the absence of evidence of improvement, or change in approach, attitude or behaviour, the Executive Director and/or Supervisor will meet with the volunteer and address the matter of dismissal. If the concerns regarding the volunteer are so egregious, immediate dismissal may result. Additionally, the Executive Director may involve the resources of the RCMP to protect LSRS staff and members if it is believed that a crime may have been committed. The engagement of the Board of Directors in such matters will be left to the discretion of the Executive Director.
<i>Final Decisions:</i>	If all steps under the Failure to Adhere to the LSRS Code of Conduct policy have been followed correctly, there shall be no appeal process.



**LANGLEY SENIOR RESOURCES SOCIETY
VOLUNTEER AGREEMENT**

This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the agreement is to assure you both of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.

I. LSRS

Langley Senior Resources Society agrees to accept the services of _____,

located at _____ (home address)

beginning _____ (date), and agree:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of their position.
2. To ensure diligent supervisory aid to the volunteer and to provide feedback on performance.
3. To respect the skills, dignity and individual needs of the volunteer, and to do our best to adjust to these individual requirements.
4. To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as an equal with LSRS staff, jointly responsible for completion of the objectives and tasks assigned to the volunteer.

II. Volunteer

I, _____, agree to serve as a volunteer and commit to the following:

1. To perform my volunteer duties to the best of my ability.
2. To adhere to LSRS Code of Conduct rules, guidelines, procedures, and consequences, including record-keeping requirements and confidentiality of all LSRS and client information.
3. To meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made.
4. I understand that a violation of the Code of Conduct may be grounds for termination as a volunteer and possibly an LSRS member.

III. Agreed to:

Volunteer (signature)

LSRS Representative

Date: _____