

Volunteer Orientation Handbook

Niagara Pride Support Services

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www.niagarapride.com

Welcome!

Thank you for choosing to volunteer with Niagara Pride Support Services. We are pleased to have you on the team and hope that your experience will be satisfying and meaningful.

Our organization began with a group of dedicated volunteers who were committed to providing support to sexually and gender diverse youth, their families and the community.

You will find many rewards ahead of you as a volunteer with Niagara Pride Support Services. Not only will you be working to help others, but also you will find a strong and caring network of fellow volunteers who will be working with you.

In preparing to volunteer for Niagara Pride Support Services, you will have many questions. This handbook has been prepared to help you feel comfortable and confident in your role as a volunteer.

Thank you for your interest, commitment and dedication to our organization, it is much appreciated.

Sincerely,

Courtney Pitre

Rainbow Youth Niagara Program Director

Mission Statement

The goal of the original group has remained the same, although our vision has been expanded through the success of the GLBTQ Youth Outreach Project.

Our mission is to raise awareness of the issues facing GLBTQ youth in the Niagara region, educate the larger community about these issues and reduce the risk of harm to this population as a result of homophobia and discrimination and bullying; or self-harm because of isolation and negative self-concepts.

In addition, our purpose is to provide supports for these young people in their schools, and in their communities, by creating partnerships with key organizations, institutions and service providers, and establishing safe spaces for young people.

Our History

Niagara Pride Support Services was founded in 1997 by a group of volunteers. Originally called the Niagara Coalition for Gay, Lesbian and Bisexual Youth, the coalition was composed of individuals and agencies that advocate, educate, provide resources and network to provide support and a safe environment for GLBTQ Youth of Niagara.

In February of 2001 and with a new name, "Gay, Lesbian, Bisexual & Transgender Youth Coalition of Niagara" the first Rainbow Squad meeting takes place in St.Catharines.

The Rainbow Squad youth drop-in group interest has grown more than 40% in attendance since the inception of the project and three of the Rainbow Squad youth were featured in a local Newspaper (The St. Catharines Standard). From the awareness generated by the newspaper article, The Rainbow Squad youth won a Community Awareness award that cited the courage of these youth who shared their experiences on the struggles of being gay and coming out. Undoubtedly, the biggest success is how the project has changed the lives of the GLBTQ youth with whom we work.

Currently the GLBTQ Youth Outreach Project serves all 12 municipalities in the Niagara Region and we are the sole organization providing support for GLBTQ youth in the entire region of nearly a half million citizens.

About Us

Rainbow Squad : We host several youth drop-in sessions. Locations are: Port Colborne, St.Catharines, Ridgeway, Beamsville, Niagara Falls and Welland.

Gay/Straight Alliances : A group of GLBTQ students, their peers and educators working together to decrease homophobia and create safe spaces in their schools. Currently, there are five active groups (listed below) in schools across Niagara.

Counseling : we have established a core group of qualified counselors and therapists, to whom we can directly refer any youth who appears in crisis. These counselors include representatives from the GLBTQ community, as well as gay-positive counselors from the larger community. They offer their services, either free of charge or for a sliding fee.

Partnerships with organizations like Contact Niagara: For Children's and Developmental Services and the Niagara Centre for Youth Care have begun to ensure that GLBTQ youth will receive fair treatment from existing services.

Crisis Fund : The GLBTQ Youth Outreach Project has established a crisis fund for emergencies arising (such as being asked to leave the home suddenly due to sexual orientation issues), or to provide counseling or transportation to young people in different parts of the Niagara Region.



Consultation : The GLBTQ project has provided ongoing consultation to service providers in the community including Contact Niagara and Family and Children's Services regarding specific cases involving GLBTQ youth.

Presentations : The Project Director created a display and presentation materials that she continues to set up in schools and organizations across the Niagara Region. In 2002 she delivered the display presentation to twelve different sites.

Educational Workshops : The Project Director has provided a total of thirty-five information sessions, presentations and educational workshops to community agencies, schools, police and government services to provide support, awareness and inclusion strategies.

Staff

Program Director

Courtney Pitre

Board of Directors

Co-Chair

Bonnie Prentice

Treasurer

Christine Martin

Co-Chair

Nadine Wallace

Secretary

Cathy MacKenzie

Past President

Joann Theobald

Directors

Tracy Fox

Tracy Pybus

LeeAnn Pocknell

Jane Egloff

Brian Delaney

Janet Gunn

Definition of a Volunteer

A volunteer is a person who performs a task, shares a skill, lends a helping hand, supports another person without financial gain. A volunteer must be officially accepted and enrolled by the organization prior to the performance of the task.

Volunteer Opportunities

Volunteer opportunities fall under 9 headings

Office/Administration Volunteers

Assist the program director with the day-to-day workings Niagara Pride Support Services, such as photocopying, filing, and letter campaigns.

Fundraising/Special Events

Fundraising volunteers assist with the important job of raising the profile of our organization as well as funds to continue to provide top quality of service to our participants. There are several events that run through out the year as well as our ongoing Fundraising campaigns. These volunteers help in all aspects of the events, such as planning, marketing and day-of-event assistance. :

Mentoring Program/Youth Outreach



The role of the Peer Mentor/Youth Outreach Volunteer is to build a supportive relationship with a youth. This relationship might allow the youth to be comfortable in discussing events, behaviors and goals in their lives. The mentor will act as a sounding board; someone who has dealt with LGBTQ issues, who is older than the youth, but is still young enough to relate to the youth. The Youth Outreach Volunteer is an adult that can provide a positive role model for you in need of a helping hand.

The mentor/outreach volunteer has the opportunity to play an important role in the youth's life or simply be a support and resources to the participant.

Rainbow Squad Facilitators

The overall goal of the Rainbow Squad is to provide participants with the support and empowerment to allow them to thrive as young individuals. The Rainbow Squad also serves as a social connection for participants (ages 14-19) to relate with peers who are grappling with the same issues and who are in the same or similar situations.

The facilitator's role is to help a group to its best thinking. A good facilitator is helpful when a group is trying to deal with new or difficult issues.

Speaker's Bureau

If you have a passion for speaking in front of crowds and have something educational to say then this would be the volunteer position for you. This position includes training that pertains to educational workshops and presentation to be delivered through out Niagara. Most often the presentations are delivered to schools or organizations.

Board of Directors

A Board member will be responsible for the governance of the Society. The Niagara Pride Support Services' Board of Directors meet monthly and at the call of the co-chairpersons. Board volunteers needs to be nominated by a current volunteer within the organization.

Transportation

One of our biggest barriers to delivering services to youth is the lack of transportation the youth have to our special events, Rainbow squads and other programming. We are

looking for volunteers with a clear driving abstract to assist youth in participating in the services available to them.

Volunteer Rights and Responsibilities

Rights

- To be treated as a co-worker
- To be given a suitable and rewarding assignment
- To receive a volunteer position description, training and support
- To be provided with a variety of experiences and the opportunity for change
- To be heard, to make suggestions and to be respected
- To receive recognition
- To decline additional assignments
- To receive reimbursement funds in accordance to policy
- To work in a safe environment

Responsibilities

- To be sincere in the offer of service and believe in the value of their volunteer position
- To be conscientious in the fulfillment of their duties
- To be willing to learn and participate in training, meetings, and workshops
- To work as a member of a team with staff and fellow volunteers
- To conduct themselves with dignity, courtesy and consideration toward others
- To understand the function of a staff member's responsibility
- To act in a manner that fulfills the mission of Niagara Pride Support Services



Policies, Procedures and Helpful Hints

- 1.0 Screening**
 - 1.1 References
 - 1.2 Recruitment of Minors
 - 1.3 Police Checks
 - 1.4 Conflict of Interest
 - 1.5 Interviewing/Screening
 - 1.6 Orientation
- 2.0 Training**
 - 2.1 Specific Training
 - 2.2 Generic Training
- 3.0 Confidentiality**
 - 3.1 Confidentiality Exceptions
 - 3.2 Duty to Report to FACS
 - 3.3 Computer Usage
 - 3.4 Access to Information
- 4.0 Representation**
 - 4.1 Professional Conduct
 - 4.2 Personal Appearance
 - 4.3 Identification
 - 4.4 Media
- 5.0 Safety**
 - 5.1 Transportation
 - 5.2 Taxi Account
 - 5.3 Emergency Contacts
 - 5.4 Risk Management
 - 5.5 Emergency Closings/Inclement Weather
- 6.0 Job Performance**
 - 6.1 Absences
 - 6.2 Change Of Placement
 - 6.3 Smoking/Drugs/Alcohol
 - 6.4 Sexual and/or Gender Diversity
 - 6.5 Sexual Harassment
 - 6.6 Racism/Oppression
- 7.0 Monetary**
 - 7.1 Handling Money
- 8.0 Resignation**
 - 8.1 Resignation Procedure
- 9.0 Discipline**
 - 9.1 Complaint Procedures
- 10.0 Records**
 - 10.1 Volunteer Files
- 11.0 Statistics**
 - 11.1 Volunteer Hours
- 12.0 Resources**
 - 12.1 Volunteer Support Meetings

1.1 References

A total of 3 references are required. Two of which must be a work related or volunteer related (professional) reference. One of which must be a personal reference. A permission to contact references form must be completed prior to the finish of the volunteer interview. References must be checked and verified prior to complete acceptance into the volunteer program.

1.2 Recruitment of Minors

Volunteers who have not reached the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. The volunteer services assigned to a minor should be appropriate and properly monitored.

1.3 Police Checks

Most of the volunteer positions require a completed and clear criminal record check prior to acceptance as a volunteer and prior to placement as a volunteer. Individuals who refuse to comply with this request will not be accepted as a volunteer.

Training may be completed prior to viewing completed criminal record report, but placement may not be completed. There is a fifteen dollar charge for police checks. You can get a Police Check form from the manager of volunteers and/or the Program Director and submit the form directly to your local police department. Police checks usually take 6-8 weeks, so please plan accordingly.



1.4 Conflict of Interest

All volunteers shall immediately disclose any business, commercial or financial interest where such interest might be construed as being real, potential or apparent conflict with their official duties of the organization.

No person who has a conflict of interest with any activity or program of the agency, whether personal, philosophical, or financial shall be accepted or serve as a volunteer with Niagara Pride Support Services.

1.5 Interviewing/Screening

All persons applying for volunteer positions have a right to be interviewed in person by the manager of volunteers and/or the Program Director. If the position is applied for is to be supervised by a staff person other than the manager of volunteers, then that staff person will be involved in the volunteer interview process.

Prospective volunteers will be informed in advance that the interview process is designed so that each party can screen the other, and that acceptance as a volunteer is not automatic.

1.6 Orientation

A full orientation will be completed once a placement has been confirmed and accepted. The manager of volunteers and/or the Program Director will complete the orientation form and once completed the form will be signed by both the volunteer and the Coordinator and filed in the volunteer's folder.

Orientation is to include items such as: fire exits locations, location of first aid kits, tour of facility etc.

2.0 Training

It is the right of every volunteer to be trained for the tasks they are being asked to perform. A volunteer has the right to ask for additional training in the event they do not feel confident with their level of knowledge or skill as it relates to a specific task.

Training will be provided by Niagara Pride Support Services in either formal or informal sessions. These sessions will be held in group or individual format depending on the number of volunteers needed to be trained. The training will be divided into generic and specialized.

2.1 Generic Training

Generic training is available to all volunteers regardless of their volunteer placement and will help the volunteer:

- Learn how the Niagara Pride Support Services meets the needs of the Niagara region
- Learn how Niagara Pride Support Services functions
- Understand the knowledge and attitude that is required to work with sexually and gender diverse youth

2.2 Specialized Training

Specialized training will deal directly with the specific duties involved with one of the following positions:

- Rainbow Squad Facilitators
- Youth Outreach

- Peer Mentor

3.0 Confidentiality

While you are volunteering, you may learn, either directly or indirectly, personal information about individuals. This information is private and must not be discussed with anyone except the staff at Niagara Pride Support Services. You will be required to sign a “Confidentiality Agreement”.

3.1 Confidentiality Exceptions

Everything a young person says to you is strictly confidential except in a few cases.

- 1) If a youth is under the age of 16 and states that they intend to harm themselves, someone else or have been the victim of sexual and/or physical abuse. If this occurs, you must breach confidentiality and call Family & Children’s Services. You would also call the Police (Nadine Wallace) or the Board President initially, but you **MUST** report this information.
- 2) If a youth is over the age of 16 years, you would contact your supervisor and then the police. In the case that the young person reports to you that they are going to harm themselves, stay with the young person or stay on the phone with them-try to keep them talking. If you feel that they are in immediate danger, call the police.

3.2 Duty To Report to FACS

Child and Family Services Act R.S.O. 1990, c.C.11:



72. (1) Despite the provisions of any other Act, if a person, including a person who performs professional or official duties with respect to children, has reasonable grounds to suspect one of the following, the person shall forthwith report the suspicion and the information on which it is based to a society:

- 1) The child has suffered physical harm, inflicted by the person having charge of the child or caused by or resulting from that person’s,
 - i. failure to adequately care for, provide for, supervise or protect the child, or
 - ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
- 2) There is a risk that the child is likely to suffer physical harm inflicted by the person having charge of the child or caused by or resulting from that person’s,
 - i. failure to adequately care for, provide for, supervise or protect the child, or

- ii. pattern of neglect in caring for, providing for, supervising or protecting the child.
- 3) The child has been sexually molested or sexually exploited, by the person having charge of the child or by another where the person having charge of the child knows or should know of the possibility of sexual molestation or sexual exploitation and fails to protect the child.
- 4) There is a risk that the child is likely to be sexually molested or sexually exploited as described in paragraph 3.
- 5) The child requires medical treatment to cure, prevent or alleviate physical harm or suffering and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, the treatment.
- 6) The child has suffered emotional harm, demonstrated by serious,
 - i. anxiety
 - ii. depression
 - iii. withdrawal
 - iv. self-destructive or aggressive behaviour, or
 - v. delayed development
- 7) The child has suffered emotional harm of the kind described in subparagraph i, ii, iv or v of paragraph 6 and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, services or treatment to remedy or alleviate the harm.
- 8) There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv, or v of paragraph 6 resulting from actions, failure to act or pattern of neglect on the part of the child's parent or the person having charge of the child
- 9) There is a risk that the child is likely to suffer emotional harm of the kind described in subparagraph i, ii, iii, iv, or v of paragraph 6 and that the child's parent or the person having charge of the child does not provide, or refuses or is unavailable to consent to, services or treatment to prevent the harm.
- 10) The child suffers from a mental, emotional or developmental condition that, if not remedied, could seriously impair the child's development and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, treatment to remedy or alleviate the condition.
- 11) The child has been abandoned, the child's parent has died or is unavailable to exercise his or her custodial rights over the child and has not made adequate provision for the child's care and custody, or the child is in a residential

placement and the parent refuses or is unable or unwilling to resume the child's care and custody.

- 12) The child is less than 12 years old and has killed or seriously injured another person or caused serious damage to another person's property, services or treatment are necessary to prevent a recurrence and the child's parent or the person having charge of the child does not provide, or refuses or is unavailable or unable to consent to, those services or treatment.
- 13) The child is less than 12 years old and has on more than one occasion injured another person or caused loss or damage to another person's property, with the encouragement of the person having charge of the child or because of that person's failure or inability to supervise the child adequately.

Ongoing duty to report:

- 2) A person who has additional reasonable grounds to suspect one of the matters set out in subsection 1) shall make a further report under subsection 1) even if he or she has made previous reports with respect to the same child.

Person must report directly:

- 3) A person has a duty to report a matter under subsection 1) or 2) shall make the report directly to the society and shall not rely on any other person to report on his or her behalf. 1999, c.2, s.22(1)

Section overrides privilege:

This section applies although the information reported may be confidential or privileged, and no action for making the report shall be instituted against a person who acts in accordance with this section unless the person acts maliciously or without reasonable grounds for the suspicion. R.S.O. 1990, c.C.11, s.72(7); 1999, c.2, s.22(4)

3.3 Computer Usage

Users are not permitted to alter the configuration of any Niagara Pride Support Services network or individual computer software or hardware without prior approval from the Internet Technician.

No software may be loaded onto computers without the knowledge and prior approval of the Program Director.

Work takes precedence over all other uses of the computer. No computer use for recreation or other personal interest will be permitted. Recreational use includes but is not limited to, personal E-mail, chat lines, computer games, and web surfing not related to work assignments.

3.4 Access To Information

Volunteers have the right to have access only to all information relevant to and necessary for the satisfactory performance of their assignment.

4.1 Professional Conduct

- 1) Volunteers are expected to conduct themselves in a professional manner at all times, providing a positive role model for other volunteers and youth.
- 2) Volunteers are expected to work cooperatively with fellow volunteers and GLBTQ Youth Outreach Project staff in a team approach.
- 3) Volunteers are expected to respect and maintain project property.
- 4) The receipt of any personal payment or other considerations from a client is prohibited.
- 5) Each volunteer shall hold himself/herself responsible for the quality of his/her performance.
- 6) Any volunteer making public presentations or speaking on behalf on the GLBTQ Youth Outreach Project must have prior authorization from the Project Director or Volunteer Coordinator.



4.2 Personal Appearance

Use common sense in your selection of clothing for wear at your volunteer position. You should be neat and clean at all times. Clothes often influence impressions we make on others.

4.3 Identification

New volunteers will be issued identification badges which should be worn at all times during their volunteer duties. Lost badges should be reported to the manager of volunteers and/or the Program Director and a new name tag will be issued.

4.4 Media

All communication and media contacts must be approved in advance by the Program Director. Any volunteer contacted directly by the media should refer them to the Program Director.

5.1 Transportation

Volunteers are not required at any time to transport clients unless special and specific permission has been given by the manager of volunteers and/or the Program Director.

5.2 Taxi Account

If a young person really needs to get to a meeting or an appointment but you are unable to provide them with transportation, you can use Central Taxi. We have an account with them. Their number is 905-685-7343. Tell them our account # 35840 and book the taxi. They will bill the Project once a month.

You should only use the taxi service for “special circumstances” as its fairly costly.

5.3 Emergency Contacts

All volunteers must provide an emergency contact person. Included must be their emergency contact’s phone number. This information will not be disclosed or used unless there is an emergency.

5.4 Risk Management

Volunteers are encouraged to keep their eyes open for potential hazards when volunteering. Volunteers should report any items that may be hazardous or dangerous to the manager of volunteers and/or the Program Director.

Risk management items could involve:

- Unsafe living arrangements
- Oversights in policies
- Potentials for slips, falls and cuts

Please don’t hesitate to report any unsafe things you may notice or anything that might have been missed that’s important in training.

Volunteers will be subject to the existing regulations of the Occupational Health and Safety Act and WHMIS (Workplace Hazardous Materials Information System).

5.5 Emergency Closings/Inclement Weather

Niagara Pride Support Services strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting their volunteer manager of volunteers and/or the Program Director to inform that they will not be attending their volunteer position that day.

6.1 Absenses

Try to be prompt when volunteering. If you know that you are not going to be able to attend or are going to be late, please let your staff contact know.

6.2 Change of Placement

It is recommended that the volunteer discuss their desired change of placement with the manager of volunteers and/or the Program Director. If reassignment occurs, all necessary steps will be taken: training, orientation, placement and any other components that are required for the new position. Change of placement is encouraged should the volunteer be feeling overwhelmed or unsatisfied with their current position.

6.3 Smoking/Alcohol/Drugs

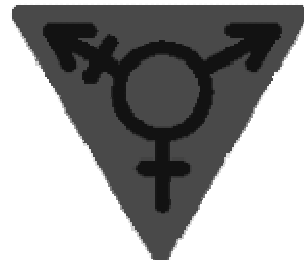
Niagara Pride Support Services is committed to a smoke, alcohol and drug free environment. You should not use or be under the influence of alcohol, illegal drugs, medication that impairs performance and judgment while volunteering.

6.4 Sexual and/or Gender Diversity

Discrimination based on a person's sexuality or gender expression, will not be tolerated. The rights of volunteers to make known their sexuality is their choice and will be respected. Activities such as telling jokes based on sexuality, using derisive language and discriminatory attitudes will not be tolerated.

Procedure

- 1) Any volunteer believing him/herself to be harassed because of their sexuality or gender expression, is encouraged to discuss the matter with the Volunteer Coordinator, the Project Director, the Personnel Liaison, or the President of the Board of Directors.
- 2) Harassment based on a person's sexuality or gender expression will not be tolerated. The project will take any complaints of harassment seriously and conduct a fair and thorough investigation of such complaints.
- 3) Well-documented records of the investigation will be maintained.
- 4) Volunteers may also contact the Human Rights Commission directly and shall face no reprimand, reprisal or disciplinary actions for exercising this right.



- 5) Harassment based on a person's sexuality or gender expression will be subject to disciplinary action.

6.5 *Sexual Harassment*

The GLBTQ Youth Outreach Project commits itself to providing a work place environment free of sexual harassment for volunteers.

Sexual advances, requests for sexual favours, and other verbal and physical contact of a sexual nature will constitute harassment when they are unwelcome and unsolicited and when submission to such conduct is either explicitly or implicitly a condition of volunteer activity. Activities such as leering, making sexually suggestive gestures, telling embarrassing sexual jokes, making sexually repeated propositions or flirtations, or displaying sexually suggestive material have been found to be harassment.

Procedure

- 1) Any volunteer believing him/herself to be sexually harassed is encouraged to discuss the matter with the Volunteer Coordinator, the Project Director, the Personnel Liaison or the President of the Board of Directors.
- 2) Sexual Harassment will not be tolerated. The project will take any complaints of harassment seriously and conduct a fair and thorough investigation of such complaints.
- 3) Well documented records of the investigation will be maintained by the project.
- 4) Volunteers may also contact the Human Rights Commission directly and shall face no reprimand, reprisal or disciplinary actions for exercising this right.
- 5) Sexual harassment will be subject to disciplinary action.

6.6 *Racism/Oppression*

Discriminatory, racist or oppressive attitudes or behaviours, telling racist or culturally insensitive jokes will not be tolerated.

Procedure

- 1) Any volunteer believing him/herself to be subject to racism or oppression is encouraged to discuss the matter with the Volunteer Coordinator, the Project Director, the Personnel Liaison or the President of the Board of Directors.

- 2) Harassment based on race, cultural groups, ethnic background or identification will not be tolerated. The project will take any complaints seriously and conduct a fair and thorough investigation of such complaints.
- 3) Well documented records of the investigation will be maintained.
- 4) Volunteers may also contact the Human Rights Commission directly and shall face no reprimand, reprisal or disciplinary actions for exercising this right.
- 5) Racial discrimination or harassment will be subject to disciplinary action.

7.1 Handling Money

Volunteers must have the permission of the Program Manager to handle any money received or dispensed by Niagara Pride Support Services. During times when money is involved, staff must be present to perform all monetary duties. Volunteers are not to transport any Niagara Pride Support Services money unless specifically requested to do so.

8.1 Resignation Procedure

It is important to know that we at the Niagara Pride Support Services understand that volunteers come and go. If your volunteer position has become too much to handle or you simply would like to move on to other things, that's absolutely ok.

We encourage feedback when you're departing to see what we could have done differently to encourage you to stay on board longer.

9.0 Disciplinary Procedures

All volunteers are expected to comply with the GLBTQ Youth Outreach Project's standards of behaviour and any non-compliance with these standards must be remedied and will be subject to progressive disciplinary action. Examples of situations, which may give rise to disciplinary action, are listed below, although this list is not intended to cover every situation.

- (a) breach of confidentiality
- (b) negligence in carrying out of duties
- (c) criminal history which affects the volunteer's ability to perform his/her job
- (d) excessive absenteeism
- (e) theft of property
- (f) insubordination or refusal to carry out specific instructions of a supervisor
- (g) releasing information to the media without prior authorization from the Project Director

- (h) failure to disclose any potential or existing conflict of interest situation including, but not limited to, a social, emotional, sexual or financial involvement with a client or former client
- (i) being present while under the influence of non-prescribed intoxicants
- (j) accepting or giving to a client any gift or personal loan or entering into any business arrangement with a client without prior approval of the Project Director

Under normal circumstances, where policies, procedures, or professional practices are ignored or contravened, progressive discipline of volunteers is implemented. Disciplinary for the infraction of rules shall be applied in the following stages:

1. Verbal Warning
2. Written Warning
3. Suspension
4. Discharge

Keep in mind that disciplinary action can be applied in proportion to the seriousness of the offence and not necessarily following the 4 stages listed above. The degree of seriousness is to be noted and understood by both parties and enclosed in the volunteer file.

9.1 Complaint Procedures

Every effort should be made to solve problems cooperatively and informally before presenting them in writing as a formal grievance.

All complaints and questions will receive thoughtful consideration and will be discussed with the individual who raises them. Complaints and questions should be brought to the manager of volunteers and/or the Program Director should a solid resolution at the lowest level of supervision not be reached.

10.1 Volunteer Record Management

The manager of volunteers and/or the Program Director maintains records on each volunteer throughout the organization. Record are kept in hard copy as well as on our Access Volunteer database. Volunteer records, including application, reference checks and background checks are confidential. Volunteers are responsible for submitting and updating information contained in their files.

Volunteer records include at least the following:

- Volunteer Application form
- Reference check form
- Volunteer Orientation Form
- Volunteer Contract

11.1 Volunteer Hours

Niagara Pride Support Services relies on accurate statistics to maintain current funding and as such maintain current programs. It is important to record your volunteer hours once you have completed a volunteer job. You can report monthly, daily or weekly.

Reporting can be done in several ways. Choose whichever suits your needs best.

You can report by:

- Telephone 905-380-4576
- Email courtney_glbtc@hotmail.com

12.0 Resources

There are a number of resources that our volunteers have access to. Be sure to visit our Resource Library where you'll find a vast assortment of book, magazines and movies to assist in answering your questions.

12.1 Volunteer Support Meetings

Periodically there will be meetings available for all volunteers. Please feel free to provide any feedback about your program at any time.

Volunteer Support

Niagara Pride Support Services always works hard to support their volunteers. Periodically you will be receiving an email or phone call to touch base with you about your volunteer roles. Beyond this, you are always welcome to call or drop .

The manager of volunteers and/or the Program Director always encourages feedback and criticism about all volunteer programs. We can only get better as an organization if we work together towards our common goal.



Volunteer Recognition

You are invited to our yearly volunteer recognition evening. More details will be provided closer to the date of the event.

Each year the Niagara Pride Support Services participates in the Volunteer Appreciation Week in April of each year. Stay tuned for more details!