



Volunteer Policies and Code of Conduct

Welcome to the Kirk Centre and/or Little Free Projects Team! We want you and all our partners to have an experience that is safe, respectful, clean, and pleasant. With these goals in mind, we ask you to follow our Policies and Code of Conduct below:

Required Documents and Forms

The following paperwork must be read, understood, filled in, signed, or submitted (as applicable) *prior* to a volunteer's first volunteering experience:

- Job Description and Policies
- Release of Liability
- Volunteer Policies and Code of Conduct
- Media Release (optional)
- Police Information Check (possible)

Respect for Others

Kirk Centre is an open, safe, and welcoming community hub. Volunteers' behavior must reflect the values of honesty, transparency, trust, leadership, service, commitment, collaboration, partnership, diversity, inclusivity, accessibility, integrity, and accountability. We do not tolerate abuse, harassment, or discrimination toward *anyone* on the basis of sex, gender, orientation, religion, socioeconomic status, ability, age, ethnicity, or any other identity or background. Violation of this policy is grounds for immediate and complete termination of the volunteer position and possible denial of Kirk Centre's services and programs in future.

Reliability and Responsibility

As a non-profit, Kirk Centre relies on volunteers for the success of our services and programs. Because of this, volunteers are expected to be reliable and responsible in filling their volunteer position. Volunteers who spend their volunteer hours doing personal tasks, such as browsing the internet or chatting with friends, will receive two warnings. A third incident will result in an in-person meeting with the Volunteer Services Coordinator to discuss the reasons, circumstances, consequences, and possible changes to the position.

Absenteeism threatens the quality and success of Kirk Centre. If a volunteer is absent without notice or if a volunteer is absent with notice more than three times, the Volunteer Services Coordinator will require an in-person meeting to discuss the reasons, circumstances, consequences, and possible changes to the position.

Job Duties

Volunteers should fulfill their job duties as described in their job description with integrity and respect. Please stay within the designated areas assigned to your position and do not wander through the building as our partner tenants may be using other spaces within Kirk Centre. Volunteers will be given a building tour at the beginning of their position to see the rest of Kirk Centre.

Kirk Centre values diversity, inclusion, and accessibility. If a volunteer finds they cannot perform the job they signed up for, they are encouraged to meet with the Volunteer Services Coordinator to discuss options and accommodation.

Workplace Health and Safety

Volunteers should never put themselves in harm's way at any time. All volunteers retain the right to refuse unsafe work at any time. Please report unsafe conditions to a staff member immediately.

Communication and Collaboration

Volunteers should be friendly, collaborative, and open to communication with team members, partner tenants, and guests. They should do their best not to disrupt the workplace, create any excessive noise, or create obstacles to a safe, clean, and pleasant experience for others. Communication should be respectful and prompt.

Treatment of Property

Volunteers must treat the building, grounds, and property of Kirk Centre with respect and care. Tacks, tape, markers, crayons, or any other material that may result in permanent damage may not be used on walls, doors, floors, etc. Whiteboards and bulletin boards are for business use only. The use of candles and other fire is not permitted without the express, written permission of building management. Significant misuse or abuse of property, including creating a nuisance for partner tenants or the surrounding community is grounds for termination of the position.

Building Security and Cleanliness

Kirk Centre is a shared space and there may not be caretaker services available before guests use the rooms and services. It is the responsibility of all volunteers to leave the space in the same condition or better than when they arrived. This includes:

- a) All lights turned off
- b) No water running
- c) All windows closed
- d) All blinds and window coverings returned to their original position
- e) All electrical appliances turned off or unplugged
- f) All stove burners turned off and double-checked
- g) All tables, chairs, and furniture returned to correct storage and/or position
- h) AC or heat turned off (if required)
- i) Cats are not locked in rooms; may be closed into their designated space (if required)
- j) All interior and exterior doors closed and locked (if needed)
- k) Any candles or other fire extinguished (see above)
- l) All damage, stains, accidents, and/or incidents are reported to Kirk Centre staff

Calls to security due to volunteer negligence (which cost Kirk Centre valuable resources) will result in a meeting with the Volunteer Services Coordinator to discuss the situation and possible consequences.

Engaging with the Public

Volunteers must show integrity and professionalism at all times while volunteering, including when representing Kirk Centre at events or during activities away from Kirk Centre's property. Volunteers are not to answer the telephone or open or unlock doors for guests unless explicitly instructed to do so by a staff member. Volunteers are not permitted to commit Kirk Centre's facility, staff, or resources, or make promises on behalf of Kirk Centre to any interested party. Inquires from the public regarding accessing services, participating in programs, or renting rooms may be directed to the Volunteer Services Coordinator or the Executive Director.

Compensation and Corruption

Volunteers will *not* be compensated for their time, labour, skills, or knowledge. Any physical or intellectual materials produced by a volunteer for Kirk Centre will be the sole property of Kirk Centre and cannot be reused or sold by the volunteer at any time. Volunteers are prohibited from accepting financial gifts from staff, partner tenants, or guests.

Guests and Visitors

Volunteers are not permitted to bring guests or have visitors during their volunteer time at Kirk Centre or during Kirk Centre's events. They are encouraged to direct anyone interested in volunteering to sign up as a volunteer through our website or by speaking with the Volunteer Services Coordinator.

Accessing Kirk Centre's Services

Volunteers are welcome to access Kirk Centre's Services as members of the public outside of their volunteer hours. Items that are free to the public, such as Little Free Library Books, may be taken home. Items that are *not* free to the public, such as items owned by Kirk Centre or donations that have not yet been screened, may not be taken home by volunteers. Removal of these items from Kirk Centre's property will be considered theft and is grounds for termination of the position. Damages inflicted to Kirk Centre's property by the volunteer may result in termination of the position and denial of future services.

Internet Use

Kirk Centre's internet is not intended for personal use. All emails, websites, social media, and cyber activity must be respectful and appropriate for all ages.

Substance Use

Smoking or vaping is not permitted in the building. Alcoholic beverages are permitted on Kirk Centre's property for Kirk Centre events and partner tenants only and with a valid permit only. The use of alcohol or marijuana by volunteers is strictly prohibited on the premises and during volunteer hours.

Personal Appearance

Volunteers should dress in clean, casual to business casual clothing. Volunteers performing hands-on, such as cleaning or gardening, may dress in clothing that is more comfortable, durable, practical, and suitable for custodial and groundskeeping work. Clothing with words or terms that can be offensive to others is not acceptable.

Working Animals on Site

Kirk Centre is home to two working cats: Mabel and Mouse. They are to be treated with respect and care at all times. If a volunteer does not like animals or does not wish them to be present, they may

gently shoo the cats out of the room and close the door.

Reporting and Complaints

Volunteers are under the general supervision of the Volunteer Services Coordinator. Kirk Centre encourages any volunteer who requires guidance or wishes to voice a concern or complaint to speak with their direct supervisor or the Volunteer Services Coordinator. If the volunteer is uncomfortable with this course of action, or if a resolution cannot be found, they are encouraged to speak with the Executive Director or with their Board of Directors contact. Volunteers will not be punished or penalized in any way for voicing concerns or bringing complaints to the attention of Kirk Centre staff or Board Members.

Confidentiality

All information gathered electronically, in meetings, and/or in person is considered confidential. Some partner tenants and guests require anonymity and confidentiality, which must be respected at all times during and after a volunteer's time at Kirk Centre.

Inappropriate Activity

Volunteers must not engage in any illegal, improper or criminal activity, or have illegal, improper, or criminal intents or purposes. Violation of this policy is grounds for immediate and complete termination of the volunteer position and possible denial of Kirk Centre's services and programs in future.

Disciplinary Action

Kirk Centre may need to take disciplinary action against volunteers who repeatedly and/or intentionally violate these Policies and Code of Conduct. Disciplinary actions will vary depending on the violation and range from a verbal reprimand to termination of the position.

Changes to These Policies

Kirk Centre reserves the right to change policies and guidelines as needed for the health and safety of all our building users. Volunteers will be notified through email of any changes applicable to their position as soon as possible.

Confirmation and Signature

I, the undersigned, have received, read, and understood the following documents:

- I am over 18 (If not you must have a completed parental consent form)
- Job Description and Policies
- Volunteer Policies and Code of Conduct

I understand and agree to abide by these Policies and Code of Conduct for the complete duration of my time volunteering with Kirk United Church Centre I understand that if I am in violation of these Policies or Code, I may be subject to disciplinary action. I will hold myself and my fellow employees, volunteers, and building users accountable and will report any violations to a supervisor as soon as possible.

Printed Name

Position

Signature

Date

Contact info:

Volunteer Mobile #

Volunteer Email address

Emergency Contact Name

Emergency Contact Phone Number