**PORTAUPIQUE COMMUNITY CENTER**

(aka the Hall )

**Volunteer Policies and Procedures**



**EFFECTIVE APRIL 30, 2025**

**REVIEW DATE: April 30, 2026**

**Our Mission**

Promoting Quality of Life Outcomes. To create a vibrant, supportive North Shore community every day by offering a welcoming space, impactful programs, and essential resources that uplift individuals and build lasting connections.

**Our Vision**

To be a guiding force for a united and thriving North Shore community, where everyone feels at home and can rely on us for unwavering support and ongoing opportunities.

**Our Values**

**Community-Centered:** We ensure every decision and action prioritizes the well-being and needs of the North Shore community, fostering growth and connection.

**Dependability:** We provide a supportive and nurturing environment where everyone feels valued, safe, and equipped to overcome challenges.

**Sustainability:** We commit to long-term viability through a balanced approach of government support, applied grants, charitable donations, and business revenues, ensuring consistent resources for the future.

**Adaptability**: We maintain flexibility to meet evolving community needs and adjust programs and services as required. Accessing the member’s skills and talents within the community.

**Our Purpose**

The Portaupique Community Center is a Not-for-Profit organization. We are a registered charitable Society and are governed by a volunteer Board of Directors.

We are on North Shore, in Portaupique area of Nova Scotia Canada.

• Guided by a clear vision for the future,

• Our Strength comes from the health, education, and support of our community members of all ages. Our Volunteers are at the heart.

• Our Prosperity is built on a thriving economy, well-run businesses, and responsible stewardship of land and resources, all rooted in our belief that the land is borrowed by each generation.

• Our Sustainability is woven into every decision, ensuring both people and the land are cared for, securing a good life for generations to come.

• To monitor, evaluate and improve existing services by measuring Quality of Life Outcomes.

• To start new services as they are required and the interests of community members.

**INTRODUCTION**

Welcome to Portaupique Community Centre. This handbook is intended to help clarify the policies

and procedures for Portaupique Community Centre’s volunteers. If you have any questions about it,

please ask! We will be asking you to sign a statement indicating you understand and accept

these policies.

**ABOUT THE COMPANY**

Portaupique Community Centre is a nonprofit community human services organization whose mission is to empower, educate, and advocate for individuals and families in order to diminish poverty, promote mental health in our community and collaborate with other partnerships that will enhance the resources for our community members along the North Shore and Portapique.

**PURPOSE OF VOLUNTEER POLICIES**

These policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. Portapique Community Centre reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy. Changes to or exceptions from these policies may only be granted by the Executive Director and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Executive Director.

**DEFINITION OF 'VOLUNTEER'**

A "volunteer" is anyone who, without compensation or expectation of compensation beyond

reimbursement, performs a task at the direction of and on behalf of the organization. A "volunteer" must

be officially accepted and enrolled by the center prior to performance of the task. Unless specifically

stated, volunteers shall not be considered as "employees" of the organization.

**VOLUNTEER STANDARDS AND RESPONSIBILITIES**

Volunteers represent a valuable resource for Portaupique Community Centre, its staff, and its clients. They are grassroots Ambassadors for the Centre. Volunteers should be given meaningful assignments and effective direction and be recognized for work done. In return, volunteers should actively perform their duties to the best of their abilities, volunteer at their assigned times and remain loyal to the mission and procedures of the center.

**VOLUNTEER ASSIGNMENTS**

Volunteers should have clear, complete, and current descriptions of the duties and responsibilities of the

assignment.

**RECRUITMENT OF MINORS**

Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to Volunteer Services prior to volunteering. The volunteer assignment for a minor should be in a non- hazardous environment and should comply with all appropriate requirements of child labor laws.

**INTERVIEWING**

Prior to being assigned, all regular volunteers should be interviewed to ascertain their suitability for and

interest in that assignment. The interview should determine the qualifications of the volunteer and their

commitment to fulfill the requirements of the assignment; and it should answer any questions that the

volunteer has about the assignment.

**ORIENTATION**

Volunteers are given an opportunity to attend a general orientation on the nature, purpose, and mission of the organization; review of the volunteer program; and, a tour of the facility and garage area.

**TRAINING**

Volunteers should receive guidance/training by their ***volunteer supervisor*** to provide them with the information on 1) knowledge and skills necessary to perform their volunteer assignment, 2) the operation of the program encompassing their volunteer activity, and 3) the purpose and requirements of the assignment. The timing and methods for delivery of such training should be appropriate to the complexity and demands of the assignment and the capabilities of the volunteer. The training will be free for Volunteers. Food Handling, Safe Serve, First Aid are mandatory courses for all Volunteers that work with food and in the kitchen.

**VOLUNTEER/STAFF RELATIONS**

Volunteers and staff are considered to be partners in implementing the mission and programs of the

institution, with each having a complementary role to play. Each partner should understand and respect

the needs and abilities of the other.

**HOURS OF OPERATION / WORK SCHEDULE**

The Centre is normally open Monday through Friday at 8:30AM until 4:30PM Atlantic time- Saturdays and Sundays as posted . Occasional evening programing may occur. There is flexibility also to work on outreach events outside of normal office hours, including evenings and weekends. Volunteers must sign in and sign out regularly on the volunteer sign in sheet. Your hours count as they are gathered to assist in applying for our grants. Your time is valued and important.

**ATTENDANCE POLICY**

If expecting to be absent from a scheduled duty, volunteers should inform their staff supervisor as far in advance as possible so that alternative arrangements can be made. Continual absenteeism may result in a review of the volunteer's work assignment or term of service. Please call the Volunteer Supervisor if you are unable to make one of your shifts. We recognize that life happens, and we want to support all our Volunteers and the events that we host.

**CONFLICT OF INTEREST**

A “Conflict of Interest” arises when a person in a position of authority in an organization, such as a

director, officer, expert volunteer or key staff member, may benefit personally from a decision he or she

could make. Volunteers must disclose any conflict of interest to the Volunteer Supervisor in charge in

order to make sure a Disclosure form is completed and to make sure the conflict will not interfere with

the volunteer’s work.

**CONFIDENTIALITY**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information

to which they are exposed while serving as a volunteer, whether this information involves a single staff,

volunteer, client, or other person or involves overall agency business. Failure to maintain confidentiality

will result in termination of the volunteer's relationship with the agency or other corrective action as

required by law.

**POLITICAL AND CIVIC ACTIVITIES**

Portapique Community Centre recognizes the right of every staff member and volunteer to participate in

political and civic activity. However, all such activity must be conducted on the volunteer’s own time

and without the use of Portapique Community Centre name or materials unless specific approval has

been granted by the executive director and/or the executive board members. As a general rule, all

political and civic activities should be conducted outside of volunteer assignment. A volunteer may not

display or distribute political or civic materials on Portaupique Community Centre’s property or at a

location where Portaupique Community Centre is conducting business. Any changes to this , will be

agreed to and voted on at the PCC Board level.

**HOLIDAYS**

Portaupique Community Centre will observe the following Holidays:

● Christmas Day

● Boxing Day

● New Year's Day

● Remembrance Day

● Good Friday

● Easter Sunday

● Easter Monday

● Indigenous Day

● Thanksgiving Day

● Indigenous Day

**VOLUNTEER RECORDS**

Volunteer records are kept for each volunteer. Your volunteer record contains your application, a copy of

your ID and any information we may have about your volunteer hours a Portapique Community Center.

You may have access to your entire volunteer record. It must be requested in writing to your Volunteer

Supervisor. All volunteer training schedules will be monitored by the Volunteer Supervisor.

**EQUAL VOLUNTEER POLICY**

It is the policy of Portapique Community Center. to provide equal opportunity to all qualified persons

and not discriminate against any volunteer or applicant from volunteering because of race, color,

religion, sex, age, national origin, veteran status, disability or any other protected status.

**SEXUAL HARRASSMENT**

Portapique Community Center. does not tolerate sexual harassment. Sexual harassment includes

unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual

nature when:

* Submission of such conduct is made either explicitly or implicitly a term or condition of a

volunteer’s placement; or

* Submission to or rejection of such conduct by a volunteer is used as the basis for volunteer

placement; or

* Such conduct has the purpose or effect of unreasonably interfering with a volunteer’s

work performance or creating an intimidating, hostile, or offensive work environment.

* If a volunteer feels harassed or offended by another staff member or volunteer, a supervisory or

management person, a customer/patron, or any other person whom s/he encounters during

volunteer placement, whether the opposite sex or same sex, and does not want to deal with

the problem directly, the volunteer should contact his/her supervisor, volunteer manager, or

the executive director immediately.

**GENERAL HARRASSMENT**

Portapique Community Center. believes that every s volunteer has the right to work in an environment

Free from harassment and will not tolerate harassment based on race, color, creed, religion, national

origin, sex, sexual preference or orientation, difference of opinion, disability, age, marital status, or status

with regard to public assistance.

General Harassment includes unwelcome verbal or physical conduct that denigrates or shows hostility or

aversion toward a volunteer because of his/her status in relationship to a class defined above when such

conduct

* Has the purpose or effect of creating an intimidating, hostile, or offensive work environment;
* Has the purpose or effect of unreasonably interfering with a volunteer’s work performance;
* Otherwise adversely affects the volunteer placement; and
* The supervisor knows or should know of the existence of harassment and fails to take timely and appropriate action.

Respectful, general instructions are not considered harassment. Actions taken by a supervisor that are within the scope of the supervisor’s responsibilities and would be considered reasonable and appropriate actions.

**ZERO TOLERANCE OF VIOLENCE**

Portaupique Community Center/Hall will not tolerate violence on or around its premises either by or against

Staff members, volunteers, or members of the public. Volunteers are expected to treat other human

beings with respect and dignity. Think before you speak- is it kind- is it useful- is it helpful- is it supportive

Any incident of violence should be reported promptly to the appropriate supervisor, volunteer manager,

and/or the executive director

* Violence includes, but is not limited to, verbal or physical intimidation, Facebook negative comments, gossip, contact, or threats.
* Reported incidents are subject to investigation and /or corrective action.
* Any volunteer who does not comply with this policy may be subject to discipline, up to and including dismissal

**DRUG AND ALCOHOL POLICY**

Portaupique Community Center. realizes that the misuse of drugs and alcohol impairs employees and

volunteer’s judgment and productivity. Drug and alcohol problems result in unsafe working conditions

for all employees, volunteers and customers. Portaupique Community Center is committed to

maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol

use.

Any employee or volunteer involved in the unlawful use, sale, manufacturing, dispensing and possession

of controlled substances, illicit drugs and alcohol in center premises or work sites, or working under the

influence of such substances, will be subject to disciplinary action up to and including dismissal and

referral for prosecution.

**DISMISSAL OF A VOLUNTEER**

Volunteers who do not adhere to the rules and procedures of Portaupique Community Centre or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of the organization’s materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by Portapique Community Center’s policies and procedures, and failure to satisfactorily perform assigned duties.

**DRESS CODE POLICY**

At the Portapique Community Center, we strive to create a positive and professional working

environment by maintaining a business casual dress code. To help protect our flooring, we kindly ask

that you avoid wearing muddy shoes.

We encourage everyone to choose footwear that meets Occupational Health and Safety (OHS)

standards, ensuring a safe and comfortable workspace for all.

When selecting shirts or clothing, please consider logos that are respectful and family-friendly, avoiding

any content that may be deemed inappropriate, such as sexual themes, violence, or weapon imagery.

For certain events, we may request specific attire, and your cooperation is greatly appreciated.

Thank you for helping us maintain a welcoming safe atmosphere!

**TELEPHONE USE POLICY**

Cell phones are allowed while working at the Portaupique Community Center. , however, personal calls

are restricted due to safety reasons and the work involved.

**DONATED ITEMS**

Volunteers are not allowed to shop or take donated items from the Portaupique Community Center unless otherwise stated by the Volunteer Supervisor. Volunteers must remember that the Portaupique Community Centre is to help those in need and to serve our clients. Clients or consumers have the priority when dealing with donations.

**Volunteer Policies and Procedures Acknowledgement**

I understand that the working conditions, policies, and procedures described in this handbook are

confidential and may not be distributed in any way nor discussed with anyone who is not an employee of

Portapique Community Centre.

I acknowledge that I have read and understood the Portaupique Community Centre’s Volunteer Policies and Procedures Manual dated: APRIL 30, 2025 . I understand that this handbook replaces any and all prior verbal and written communications regarding Volunteering requirements, working conditions, policies, procedures, appeal processes, and benefits. That a copy will be located in the office and kitchen for referral.

I have read and understand the contents of this handbook and will act in accord with these policies and

procedures as a condition of volunteering with Portaupique Community Centre

I have read and understand the Standards of Conduct expected by Portaupique Community Centre and I

agree to act in accord with the Standards of Conduct as a condition of my Volunteering at Portaupique

Community Centre. I understand that if I have questions or concerns at any time about the handbook or

the Standards of Conduct, I will consult my immediate supervisor or the Executive Director.

Please read this Handbook and the employee Standards of Conduct carefully to understand these

conditions of Volunteering before you sign this document.

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Volunteer Signature

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Date

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Volunteer Name (Please Print)

Volunteer Supervisor’s Initial :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_