



Greener Village
People Helping People

Welcome Volunteers

Welcome to Greener Village!

Volunteers are the backbone of our organization and we could not do all the things that we do without your dedication and hard work. We thank you for offering your time and energy to help make your community a better place to live.

This Volunteer Manual outlines the policies and procedures as they apply to you, while volunteering at Greener Village.

A little bit of history:

Greener Village is a charitable organization that has been caring for the Fredericton community for four decades. Greener Village increases food access in Fredericton and surrounding areas through its inclusive programs and services. Our centre serves as a gathering place to nurture health and wellness.

Greener Village started as *The Fredericton Food Bank* in 1983, becoming one of the first food charities in the Greater Fredericton area. In 2012, the Fredericton Food Bank made the transition to our new facility at Greener Village. With the newly available space, we developed a Learning Kitchen, Community Gardens and the Unique Boutique.

Our Vision is that everyone in Greater Fredericton has the food and resources they need to live healthy, sustainable lives. We provide food relief to more than 1,900 families a month (approximately 5,000 people). We are committed to providing outstanding services to every person who visits our centre. Our mission is to support the community by providing the food, clothing and developmental opportunities that people require on their journey to self-sufficiency.

We offer:

- Family and individual food hampers containing healthy food choices
- Fresh vegetables from our gardens and local partners
- Cooking and mentoring classes to help those with food and financial insecurity
- An array of community education sessions focused on budgeting, growing your own foods and how to stretch your available food dollars
- Providing clothing to those in need and sales to our community at large

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Rights and Responsibilities

Greener Village is committed to providing a safe and supportive environment for volunteers, and providing the appropriate infrastructure to support volunteer engagement.

As a volunteer, you have the right to:

- Work in a healthy and safe environment
- Be engaged in accordance with equal opportunity and *Human Rights Act*
- Be given accurate and truthful information about the organization for which you are volunteering
- Be given a copy of the organization’s volunteer policies and procedures
- Receive a volunteer role description
- Be provided with training to fulfill your volunteer role
- Have access to an Issues Resolution Procedure
- Have your personal information kept confidential
- Have access to your supervisor and/or the CEO to discuss any issues or concerns that you may have

As a volunteer, you will be responsible to:

- Act with respect for the organization, its clients, its vision and mission and the community in general
- Work in accordance with Greener Village's values and policies
- Treat clients, co-workers and staff with courtesy and respect
- Represent Greener Village in a responsible manner, in person, in any correspondence and online
- Fulfill agreed commitments
- Work in accordance with your volunteer role description
- Give and receive constructive feedback
- Respect confidentiality as found in the *PRIVACY AND CONFIDENTIALITY AGREEMENT* (Appendix I)
- Report any accident, injury, or health and safety concern affecting you or others immediately
- Keep your Supervisor informed of any changes to your contact information and availability

Code of Ethics

As volunteers of Greener Village:

1. We understand that it can be difficult and very stressful for people to walk through our doors and ask for help.
2. We recognize that our choice of words, tone of voice, actions and attitude all contribute to the creation of a supportive and welcoming environment.
3. We base our interactions with others on the premise that people are genuinely in need.
4. We acknowledge the need for patience and compassion in interacting with people who face a variety of challenges.
5. We respect the diversity of people who use our services, and will not discriminate against anyone based on race, ethnicity, national origin, language, religion, gender, sexual orientation, age or disability.
6. We recognize every person's right to self-determination and will be non-judgemental about the circumstances or life choices of the people we serve.
7. We respect the confidentiality of all information we learn about the people we serve.
8. We want people to leave feeling better than when they arrived.

Paperwork Requirements

All potential volunteers are required to complete and submit a volunteer application. If successful with your application and prior to your first day of service, regular weekly volunteers are asked to sign a volunteer waiver (Appendix I). As determined by their job description, volunteers may be required, at their own expense, to have a criminal reference check completed. Young volunteers or student volunteers are required to have their parents, or a guardian sign a Young Volunteer Participation Form (Appendix II and Appendix III).

Confidentiality

All volunteers are obliged to keep information regarding Greener Village participants, confidential. Any information collected or heard about a program participant during volunteer work at Greener Village cannot be shared with anyone outside of Greener Village. Volunteers also have the right to have their own personal information kept confidential.

Volunteers and the Media

If a volunteer receives a request for comment from the media, please direct the request to the CEO. Volunteers do not represent Greener Village to the media, unless designated to do so by the CEO or Board President of Greener Village.

Smoking and Vaping

Greener Village has a strict “no smoking, no vaping” policy on its property.

Health and Safety

At Greener Village, the health and safety of all staff and volunteers is a priority and it is the responsibility of all to ensure that all health and safety policies and procedures are followed. Please review the Health and Safety manual for further details.

Greener Village does not carry *Workers’ Compensation Act* coverage for volunteer involvement. All volunteers must sign a waiver indicating that Greener Village will be held blameless against any claim that might arise from an accident or personal injury occurring as a result of volunteer work at Greener Village. Please see Appendix I for Volunteer Waiver and Confidentiality Agreement.

Young Volunteers

If a young volunteer is under the age of 18, all their paperwork must also be signed by a parent or guardian (please see “Paperwork Requirements”). Young Volunteers under 14 years must be accompanied by an adult and/or guardian. Please see Appendix II: Young Volunteer Attendance, and Appendix III: Student Participation Letter.

If a student volunteer has a school document that needs to be signed for verification of volunteer hours, it is the student's responsibility to arrange a mutually agreeable time with their Supervisor to have that form signed. If the student requires a verification letter, then the policy regarding reference letters applies. Please read the section titled "Reference Letters", and the section titled "Record Retention" for additional information. It is recommended that student volunteers maintain a record of hours and dates of volunteer work.

Record Retention

Volunteer records for those volunteers requiring recorded volunteer hours, including personal information and records of service, are retained for a period of seven years from the date of last service. After seven years of no recorded service, volunteer records are deleted from the database, and records of service cannot be retrieved.

Record of Service

A Supervisor will provide a volunteer, upon request, with a letter stating hours of volunteer service, the range of dates during which this service was completed, and a single sentence statement describing the volunteer service for Greener Village. This type of letter can be provided regardless of the number of volunteer hours of service.

Character Reference

A reference letter with a character reference will only be provided to a volunteer, upon request, if that volunteer has completed 40 hours of volunteer service or more with Greener Village. All reference letters will only refer to volunteer service that has been completed directly for Greener Village by a registered volunteer.

Resolving Volunteer Issues and Concerns

Greener Village is committed to the protection and well-being of all who are involved in our organization. Greener Village recognizes that there will be occasions when interpersonal problems may arise and wants to ensure that they are dealt with fairly and consistently. Tell your Supervisor, Manager or person designated by your employer of any issues and/or concerns you have regarding your workplace.

Keep a written record of when and where an issue or concern occurred, what was said or done, who said or did it and the names of any witnesses. Please refer to the **Greener Village, Workplace Violence and Harassment Prevention Policy**.

Dress Code

Volunteers should always present a professional appearance and manner, be neat and clean and should wear clothing that is appropriate for the kind of work they do and the environment in which they work. Volunteers must wear closed toed and closed heel shoes.

Should any volunteer who has a bona fide religious, medical or other need for accommodation of the stated dress code, should address the matter with the CEO.

Tracking Attendance

Some of our funders want to know the number of volunteer hours contributed to Greener Village. Each Supervisor will track volunteer hours. Committee or board members will also be asked to submit a bulk estimate of hours at the end of the calendar year.

Reporting an Absence

If you have accepted a regular volunteer shift at Greener Village, it is expected that you will report on time and fulfil your shift obligations. If you must be absent from the volunteer shift to which you have been assigned, please inform your Supervisor within regular working hours, as soon as possible.

Mobile Device Etiquette

Many volunteers carry a cell phone on them, in case they are contacted by a family member, a child's school, etc. This is acceptable, provided that the phone is only used in case of emergency and does not interfere with the volunteer's work responsibilities.

First Aid

First aid supplies are located in numerous areas around the building. If you injure yourself during your volunteer duties, please report the injury immediately to your Supervisor.

OUR STAFF

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