



**ST. ANDREW'S-WESLEY
UNITED CHURCH**



Volunteer Handbook



Contents

Contents	1
Vision, Mission, Affirmations	3
Our Volunteer Philosophy.....	3
Volunteering on a tight schedule.....	4
Volunteer Definition	4
Benefits of Volunteering	4
Place within the organization	5
Respectful Environment.....	5
Safety	5
Privacy.....	5
Equality and Diversity	5
Measuring impact of volunteers.....	6
Recognition	6
Volunteer Procedures	6
Attachments.....	7
ATTACHMENT 1: SAFETY POLICY	7
ATTACHMENT 2: PRIVACY POLICY	9
ATTACHMENT 3: CRIMINAL RECORD CHECKS: POLICY	10
ATTACHMENT 4: SKILLS IDENTIFICATION	11



Vision, Mission, Affirmations

Our Vision

To be a light in the heart of the City

Our Mission

Empowered by Christ we are called to embody love so lives are changed and the world transformed.

Our Affirmations

We are passionate

Our faith touches our hearts as well as our heads, and makes a real difference in how we live; we seek to become faithful disciples of Jesus Christ.

We are inclusive

There is room for everyone in this community; no one is excluded. God keeps challenging us to stretch our boundaries; to see people the way God sees them; and to offer acceptance and hospitality. We strive to accept each other as we are and welcome the ministry and participation of all persons inclusive of Age, Gender-identity, Gender Expression, Health, Race, Sexual Orientation, Differing Abilities, Religious or Ethnic Background or Economic Circumstance.

We are Progressive

We live out of a theological vision that encourages fresh ways of understanding the Christian story; where the Bible is taken seriously, but not literally; where questions and commitments are intertwined; where you do not have to park your mind at the door of the church; where we seek to be in a dialogue with our culture and science.

We are Committed to Justice

Our faith inspires us to work for change – in the community and in the world – living and doing the work of compassion, peace and justice.

Our Volunteer Philosophy

St. Andrew's-Wesley United Church looks to recruit a diverse group of volunteers, from all types of backgrounds, cultures, age groups and interests. They reflect our communities. They share the values of our Church and the desire to help others.

Our volunteer opportunities include:

- Church Board
- Hospitality
- Organizing activities
- Justice and social action
- Events and workshops
- Web design/content management
- Proposal writing
- Fund raising



Volunteering on a tight schedule

We have great opportunities that make it convenient and flexible to fit your schedule. Please check our volunteer listings or talk to a staff member if you are interested in volunteering with us.

Volunteer Definition

Volunteering is the commitment of time and energy for the benefit of society and the community, the environment or individuals outside (or in addition to) one's immediate family. It is undertaken freely and by choice, without financial compensation. It is an active commitment and an embodiment of God's love.

Benefits of Volunteering

Volunteers are key to the Church achieving its mission. It benefits the volunteer and the Church.

The Volunteer



The Church



Place within the organization

Volunteers are highly valued and bring skills and qualities to the Church that help achieve our mission. They are in many ways the lifeblood of the Church. Together the staff and volunteers achieve a cohesive whole that makes a difference in our communities.

The values of the United Church, and the policy and procedures in place at both the National and local levels provide the coordinating guidelines that volunteers and staff follow.

At St. Andrew's-Wesley United Church, volunteering is done through a Board Committee or a Ministry Team. This ensures that staff and volunteers are working together with a common understanding of the goals and objectives of their team, so that the mission is furthered.

Respectful Environment

St. Andrew's-Wesley United Church offers a welcoming and respectful environment to all. (something about not talking about others if there's an issue; no gossip, etc.)

Working together can raise issues. If you have concerns about another volunteer, please arrange to have a conversation with that individual to discuss your concerns; or connect with a staff member.

Safety

All volunteers will read and follow the Safety Policy. (Attachment 1) Volunteers should not put themselves into an unsafe position. Please connect with a staff member if you have concerns about safety.

Privacy

St. Andrew's-Wesley United Church adheres to the principles in the Personal Information Protection Act (PIPA) and the standards in the manual of the United Church of Canada. See Privacy Policy. (Attachment 2)

Volunteers may find themselves receiving personal and/or confidential information in the conduct of their volunteer activity. Please remember that this information is to be used only for the purpose it was collected and should not be discussed outside of that purpose. Such information should not be copied and removed from the Church.

Equality and Diversity

We value and celebrate diversity. Volunteers, like our congregations, come from varied backgrounds. These differences make for a richer experience and a broader



perspective regarding how we conduct ourselves and create opportunities for personal and spiritual growth.

At St. Andrew's-Wesley United Church, we seek diversity in our volunteers – diversity in skills, interests, culture, age, preferences, availability, etc. We encourage open discussion and the learning opportunities that are associated with diverse backgrounds.

Measuring impact of volunteers

Volunteer hours will be recorded. This information is important to show the active involvement of others for planning purposes. It is also often used in grant applications that may be submitted. For this latter, many agencies providing grants for not-for-profit organizations and charities require there be active volunteer participation in the organization in order to be considered for the grant.

Recognition

St. Andrew's-Wesley United Church deeply values and appreciates those who offer their gifts in service of the programs and activities at the Church.

There will be an annual volunteer recognition event held during Canada's National Volunteer Week. This is a way for us to formally say thank you for the many ways volunteers support the Church.

However, we believe that other types of informal recognition are more important to our volunteers. These include things like sharing your stories through our website blog – where did you make a difference, how was the Church helped by your service, providing reference letters if needed,

Volunteer Procedures

A. Expression of Interest

1. If you are interested in volunteering, please speak to one of the staff.
2. Be prepared to discuss your interest in volunteering and what area draws you. Please bring the completed skills identification form (Attachment 4).

B. Criminal Records Check

1. Once a volunteer placement has been confirmed, you will need a criminal records check if you will be working with children or vulnerable adults.
2. Staff will provide the information on how to obtain a criminal records check.

C. Financial Due Diligence

1. If your volunteer position requires expenditures, approval must be received from the staff person responsible for your area before the expenditure is made. Failure to do so may result in the expenditure not being reimbursed.



Attachments

ATTACHMENT 1: SAFETY POLICY

The Church provides a safe, healthy and secure environment for all staff, volunteers, congregation and visitors.

SCOPE

1. All possible preventative measures are taken to eliminate accidental injuries and risks to personal security.
2. The Church will be in compliance with the Workers Compensation Act, WHMIS and related legislation.
3. Responsibility for the policy is clearly defined.
4. All applicable forms will be completed as soon as possible after a reported injury or incident.

DEFINITIONS

Incident: any event involving bodily injury or loss of personal security.

Workplace Incident: any event involving bodily injury or loss of personal security to a staff member while carrying out his/her job duties.

Work Location: Church property, or an offsite location if one's job duties requires the staff member to go elsewhere to carry out those duties.

PROCEDURES

Responsibilities

1. Church

It is the responsibility of the Church, acting through its Executive Director - Operations, to:

- i. Provide a safe, healthy and secure environment
- ii. Ensure compliance with applicable legislation
- iii. Support the implementation of an effective health, safety and security program
- iv. Ensure regular inspections are made and take action as required to improve unsafe conditions
- v. Ensure first aid access is available where appropriate
- vi. Communicate with affected groups about situations where potentially harmful conditions arise or are discovered

2. Executive Director – Operations

It is the responsibility of the Executive Director – Operations to:

- i. Formulate specific safety rules and safe work procedures
- ii. Ensure all staff are aware of safety practices and follow safety procedure
- iii. Ensure training in the safe operation of equipment is conducted as appropriate
- iv. Inspect, identify and correct unsafe work practices or hazardous conditions.
- v. Investigate accidents and incidents as required.



3. Staff,

It is the responsibility of staff to:

- i. Observe the safety rules and procedures
- ii. Be safety conscious in all work activities and use protective equipment as required
- iii. If a volunteer, member of the congregation or visitor reports an incident, take immediate action to stabilize the situation; complete the incident report as soon as possible and submit to the Executive Director – Operations.

4. Volunteers, Congregation, Visitors

It is the responsibility of individuals to:

- i. Observe the safety rules and procedures of the Church
- ii. Be safety conscious in all activities on Church property
- iii. Report as soon as possible any incident, accident, injury or unsafe condition to a staff member so immediate action can be taken.

Reporting an Incident

1. Staff

If you are injured as a result of a workplace accident, you must:

- i. Seek first aid treatment
- ii. Complete the Work Safe BC Employer Report of Injury or Occupational Disease form (<http://www.worksafebc.com/forms/assets/PDF/7.pdf>). Note: this form must be completed for all workplace incidents, even if medical attention was not sought
- iii. Seek medical attention if you will be off work more than one day, or require follow-up. Mention to your doctor that it is a work-related incident.

2. Volunteers, Congregation, Visitors

If you are injured while on Church property, you must:

- i. Immediately contact a staff member
- ii. Staff member will determine if first aid treatment or a higher level of medical support is required and will call 911 if deemed appropriate
- iii. Staff will complete an incident report, providing a copy to the ambulance attendant.

RESOURCES

WCB Act

(<http://www.bclaws.ca/civix/content/complete/statreg/901199259/96492/1966164574/?xsl=/templates/browse.xsl>)

Work Safe BC (<http://www.worksafebc.com/>)

WHMIS (<https://www2.worksafebc.com/Topics/WHMIS/WHMIS2015.asp>)

Other Church Policies: Fire Safety

FORMS

St. Andrew's-Wesley Church Incident Report

Work Safe BC Employer's Report of Injury or Occupational Disease

ATTACHMENT 2: PRIVACY POLICY

BACKGROUND/PURPOSE

To identify the collection, use, retention, and protection of personal information.

POLICY

Personal information will be collected and used as identified in the United Church of Canada manual and the BC Personal Information Protection Act.

PROCEDURES

Collection of Personal Information

Personal information will be collected as needed to perform an activity or service offered by the Church. It will be clearly stated why the information is needed. Records will be created only for operational needs.

Use of Personal Information

Personal information may be used only for the purpose it was collected. It will be shared with others on a need-to-know basis only. It will not be shared outside the Church without approval from the Executive Director, Operations or the Lead Minister.

Retention of Personal Information

Records will be filed by broad category (Appendix A) and retention will be according to our established record retention schedules (Appendix B)

Protection of Personal Information

Hard Copy Records

Records will be stored in locked filing cabinets. If volunteers need access to these records, they must request authorization from the Office Administrator.

Electronic Records

Records will be stored on a secure server. They may not be stored on the local hard drive of the staff computers. All records must be encrypted if on a mobile device.

Breach of Privacy

Unauthorized collection, use and disclosure of personal information is considered a serious breach. Report alleged privacy breaches to the Executive Director, Operations. Each incident will be investigated and appropriate disciplinary action will be taken as required.

RESOURCES

- http://www.united-church.ca/files/handbooks/manual_2013.pdf
- [Personal Information Protection Act](#)
- [Personal Information Protection Act Regulation](#)
- [Sectional Index](#) (access to OIPC Orders by section of PIPA)
- St. Andrew's-Wesley United Church Records Retention Policy



ATTACHMENT 3: CRIMINAL RECORD CHECKS: POLICY

All staff, volunteers and post-secondary students on a practicum who will be working with children or vulnerable adults will have a criminal record check at the start of their work with St. Andrew's-Wesley United Church, and every five years thereafter.

PROCEDURES

All staff and volunteers must have a criminal record review conducted by the Criminal Record Review Program (CRRP) if (s)he:

- Works with children or vulnerable adults; or
- Has unsupervised access to children or vulnerable adults during his/her employment, occupation or education; or
- are licensed by or receiving funding from the provincial government.

Applicants who are volunteering with registered organizations can also share the results of their previously completed criminal record check with other volunteer organizations in the program, should they choose. Doing so reduces the need for multiple checks as well as the administrative burden on volunteer organizations.

Staff

1. Staff will go to a Police Department to request a criminal record check be completed as a condition of their employment.
2. The cost of the criminal record check will be reimbursed.

Volunteers

1. St. Andrew's-Wesley United Church is enrolled with the Criminal Records Review Program (CRRP) Applicant Based Online Service, allowing volunteers to apply on line. Under this program, criminal record checks are done for volunteers without cost.
2. Volunteers will:
 - a) Submit an online request through CRRP at <https://justice.gov.bc.ca/eCRC/>
 - b) Provide the access code when requested: YP99QKHFJP
 - c) If the request must be submitted manually, please use Party ID# 1723637 when you are completing the request form.
 - d) Inform the program supervisor that the request was submitted.
3. Applicants volunteering with CRRP registered organizations can share the results of a previously completed criminal record check (within last 5 years) with other volunteer organizations in the program, should they choose. The Church retains the right to request a new Criminal Record Check be conducted.

RESOURCES

Board Policy: Safety



ATTACHMENT 4: SKILLS IDENTIFICATION

Please complete the Spiritual Given Gifts Questionnaire, as well as this table.

Skills that you would like to share with us:	
Category	Specifics
arts and craft skills	
building repair	
communications	
desktop publishing	
financial skills	
graphic design	
hospitality	
IT skills	
languages fluent in	
legal skills	
photography	
marketing	
social media	
teaching	
website	
writing marketing	
Other	
Area/activity I would like to volunteer in:	