

# VOLUNTEER PACKAGE

# NDYC

**Nelson & District Youth Centre**

*City of*  
**NELSON**



Tel.: 250.352.5656  
Direct: 250.352.8120

***Nelson and District Youth***

608 Lake St., Nelson, BC, V1L 4C8  
Email: swinton@nelson.ca

Volunteer Orientation Agenda/Check List

- Overview of Centre History, Mission Statement, Organization
- Volunteer Application Form Completed - must attach resume and criminal record check
- Volunteer Expectations and Responsibilities
- Volunteer Conduct Brief
- Discuss and Sign the Oath of Confidentiality Form & Volunteer Agreement
- Welcome To NDYC & Tour Of Centre with Staff Introductions

I have completed the volunteer application and I, \_\_\_\_\_, understand the information provided and have asked questions when the information was unclear.

Volunteer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_





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**The Nelson & District Youth Centre (NDYC) was established as a department of the City of Nelson in December 1997.** The centre's mission statement is:

***“Creating a safe, accepting, and empowering community where all youth can interact and access a variety of programs, services and activities they need and enjoy.”***

In addition to this mission statement NDYC's objectives aim to target a diverse group of youth with programs to serve the developmental, recreational, employment, and cultural, needs of Nelson's youth while:

- Striving to create a community that honours and respects the inherent worth of every individual and develops young leaders.
- Promoting activities, programs and services that respond to the changing needs of the youth in the community.
- Building cooperative relationships between youth and the broader community based on a healthy understanding of each other.
- Working collaboratively with other community organizations to improve services for youth
- Securing financial resources to ensure the consistency of the youth centre and its programs

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**NDYC also operates:**

**The Youth Employment Centre (YEC).** The YEC provides free, confidential, one-on-one employment services for youth aged 16 to 22. Youth can access a variety of customized services including: help writing a resume or cover letter, training, certificates, and labour market information. This service is funded by the Ministry of Housing and Social Development. Call 250-352-5656 for more information.

**The Nelson City Campground.** Since 2011 NDYC has operated the campground as a social enterprise.

It is a 46 site campground in the heart of the city, accommodating residents and travelers from all over the world. The campground features 13 full service sites, 10 electrical sites, 13 tenting sites and 10 deck platforms. The campground also provides free showers, indoor and outdoor common space and free wifi to all its campers.



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## **VOLUNTEER CONDUCT BRIEF**

Welcome to NDYC! We are glad to have you aboard and value all our volunteers as important members of our own staff team. As a volunteer and team member, you are viewed as a role model and as a valuable resource to youth in our community. In this role, it is important that you show a positive and professional attitude and that you treat all youth with dignity, respect and courtesy, maintain confidentiality and conduct yourself in accordance to the policies and procedures of NDYC.

Although volunteers do not maintain the same authority as staff members do, our team is here to assist you and provide guidance and support as needed.

### **Maintaining Clear Boundaries**

As a volunteer, definite boundaries between yourself and the youth participants must be maintained. Sexual or romantic involvement is not permitted between participants and volunteers and such an issue may be cause for dismissal. However, the development of trust and friendship is encouraged within a volunteer role at NDYC.

- ❑ Volunteers are viewed as role models by participants and occupy a “position of trust.” For this reason, it is important that clear boundaries are in place, which maintain a professional and objective relationship.
- ❑ Avoid giving out your home address or phone number as well as personal information about yourself.
- ❑ Respect boundaries and act as a role model. Volunteers are discouraged from discussing their own personal issues or conflicts among youth participants.

### **Marijuana, Drugs and Alcohol**

NDYC enforces a zero-tolerance policy for marijuana, drugs or alcohol when representing NDYC. The use of such substances can cause a negative public image for the youth centre and doesn't provide positive role modeling for the youth participant.

- The use of substances while at NDYC or representing the services may result in dismissal from the volunteer program.

## **Disclosures**

Discussions of difficult topics may arise while working with youth. As NDYC provides a safe, non-judgmental space for youth to access support, a variety of issues often come to the surface and youth sometimes feel comfortable disclosing information to someone they view as a role-model.

- Be prepared for youth to share a variety of things about themselves. You may wish to become familiar with local resources that they can access for support.
- If a youth disclosed information to you, remember that any information is kept confidential and is not to be shared with others, unless the situation falls into your legal responsibility to report. Information can also be shared with NDYC staff as we can provide you and the youth with resource, support and guidance.

## **Professional Conduct**

All professional relationships are based on respect and communication. NDYC acknowledges that every person has the right to an open, safe, welcoming and non-judgmental environment. Volunteers are expected to perform their duties in a manner that encourages and supports this atmosphere and without any actions or comments that may be perceived as derogatory to any group or individuals.

Volunteers are expected to maintain a relationship with participants that are within professional boundaries. Such relationships must not create conflict of interest or put the youth participants at risk. Services provided by volunteers are provided within their range of competency and within the parameters of the job description. Any issues that arise outside of this range should be discussed with youth centre staff.



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As a volunteer with NDYC, there are expectations and responsibilities required to fulfill your new position:

Expectations:

- Learn about the organization and its volunteer policies;
- Get an orientation to the organization and training for your volunteer role;
- Know the organization’s policy or protocol around occupational health and safety;
- Ask for and have regular reviews or evaluations of your performance;
- Get guidance and support in your volunteer role;
- Be reimbursed for all volunteer work-related expenses for the organization.

Responsibilities:

As a volunteer, you have the responsibility to:

- Be punctual for your volunteer duty or shift;
- Be reliable and responsible;
- Communicate any issues or concerns which are likely to affect your volunteer duties;
- Do your duties as assigned and directed;
- Accept guidance from the Volunteer Coordinator or supervisor;
- Be willing to learn and participate in orientation, training programs, and meetings;
- Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of the volunteer role;
- Keep sensitive organizational information confidential;
- Comply with the policies and procedures of the organization.

I, \_\_\_\_\_, agree to abide by the above expectations and responsibilities.

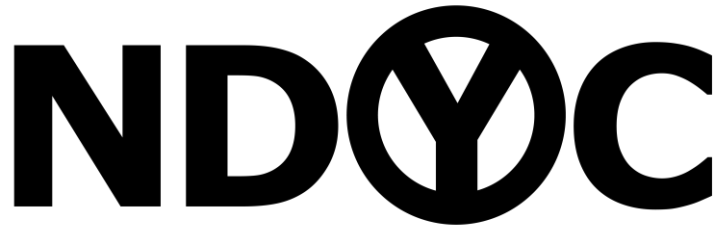
\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
NDYC Manager

\_\_\_\_\_  
Date





**Nelson & District Youth Centre**

**VOLUNTEER APPLICATION FORM - 2017**

VOLUNTEER NAME: ..... ADDRESS: .....

PHONE: ..... EMAIL: .....

EMERGENCYCONTACTNAME: ..... PHONE: .....

SUPERVISOR'S NAME: .....

PHONE: ..... EMAIL: .....

**Agreement Initiation Date:** \_\_\_\_\_ **Termination Date:** \_\_\_\_\_

I hereby agree with the City of Nelson to provide the following services on a voluntary basis:

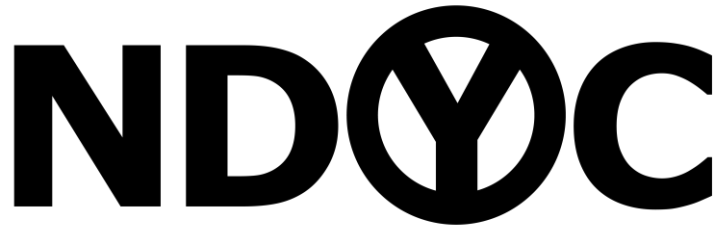
ACTIVITY	DATES(From)	DATES(To)

I have sufficient skills, and am able to and agree to perform the subject volunteer services to the best of my ability and to fulfill time and duty commitments as required, or to provide adequate notice so that alternate arrangements can be made.

I agree to disclose to the City of Nelson any interest I have that might be construed as being in real, potential, or apparent conflict with the City's interest and responsibilities for which I am providing the volunteer services.







**Nelson & District Youth Centre**

I agree that in providing services under this Agreement I will not be an Employee or Agent of the City of Nelson, and I am not entitled to and do not expect any salary, wages, or other benefits for services provided.

I agree that I will be providing services under the direction of the City of Nelson and I will comply with the City's rules and procedures regarding volunteer services and the project that I am providing volunteer services for.

I agree that I will at all times maintain the confidentiality of information received in the course of my services under this Agreement.

I understand that for the performance of my duties under this Agreement I will be covered by the City of Nelson's Volunteer Liability Insurance.

I agree that all material, equipment and other goods provided by the City of Nelson for my use under this Agreement (other than expendable materials) will be returned to the City of Nelson on completion of the services or as required, in the same condition as when received, reasonable wear and tear excepted. If any such material, equipment or other goods are damaged during the course of my volunteer activities I will report such damage, and return the damaged item as soon as possible, to my Supervisor.

I agree to provide to the City of Nelson a recent Criminal Records Check upon request.

I have read and understand all of the information in this document and agree to conduct my activities in accordance with its contents.

Volunteer  
Signature: .....

Witness:  
Signature: .....

Witness  
Name: .....

Date: .....



# NDYC

## Nelson & District Youth Centre

Supervisor

Signature: .....

Witness:

Signature: .....

Witness

Name: .....

Date: .....



*Nelson and District Youth*

Oath of Confidentiality

I \_\_\_\_\_ hereby undertake as part of the condition of my volunteer role to keep in strict confidence any information concerning the participants of the Nelson & District Youth Centre.

I will not engage in discussion of cases or clients within or outside the Nelson & District Youth Centre on a need to know basis as required for the appropriate conduct of the Youth Centre business.

I also undertake that I will never remove any confidential written material, of any kind, from the premises of the establishment unless under express instruction to do so.

Date: \_\_\_\_\_ Signature of volunteer:  
\_\_\_\_\_

Signature of witness: \_\_\_\_\_

Position held: \_\_\_\_\_

