



LADYSMITH RESOURCES CENTRE ASSOCIATION

Heart on the Hill

Ladysmith Resources Centre Association

LRCA Volunteer Package

1. Volunteer Registration
2. LRCA Volunteer Code of Conduct
3. Criminal Records Check Review
4. Conflict of Interest Policy and Agreement
5. Non-Disclosure Agreement
6. Media Policy

7-1-2019



non-profit registered society

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 facebook.com/ladysmithresourcecentre  [@ladysmithcares](https://twitter.com/ladysmithcares)

www.lrca.ca



LADYSMITH RESOURCES CENTRE ASSOCIATION

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VOLUNTEER REGISTRATION FORM

Reg. # _____

Please fill all information below as best you can.

Date: _____

Please Print

Name: _____

Home Address: _____ Postal Code: _____

Home Phone # _____ Cell Phone # _____

Mail Address: _____ Postal Code: _____

Email Address: _____

Emergency Contact Person: _____ Phone # _____

Age: _____ Youth _____ Adult _____ Senior _____ Male _____ Female _____

BACKGROUND:

Have you volunteered before? Yes No If yes, please describe where and what you did

Please provide the name and phone number of one reference who knows you personally.

Phone _____

I give permission to the Volunteer Coordinator to verify and retain a copy of my reference as well as the results of my Criminal Records Check, which is required. (Should you have any concerns, please discuss with Volunteer Coordinator)

Date: M/D/Y

Signature of volunteer

Guardian if under 19 yrs.



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What type of volunteer work interests you? Please tick all that apply:

- | | |
|---|--|
| <input type="checkbox"/> Bingo | <input type="checkbox"/> Seniors Programs/Events |
| <input type="checkbox"/> Clerical | <input type="checkbox"/> Web Design/Computers |
| <input type="checkbox"/> Counselling | <input type="checkbox"/> Volunteer Coordinator |
| <input type="checkbox"/> Driving | <input type="checkbox"/> Food Recovery |
| <input type="checkbox"/> Food Bank | <input type="checkbox"/> Restorative Justice |
| <input type="checkbox"/> Soup Kitchen | <input type="checkbox"/> Board Member |
| <input type="checkbox"/> Children's Programs/Child Care | <input type="checkbox"/> Fundraising |
| <input type="checkbox"/> Special Events | <input type="checkbox"/> Other* |

* _____

Do you have specific training or certification that would benefit your volunteer role? (Food Safe, First Aid, Professional)
Please explain: _____

Do you have any health restrictions that may prevent you from doing certain tasks?
Please explain: _____

Are there any groups/ages you may not feel comfortable working with?
Please explain: _____

What is the extent of the volunteer time to which you feel you can commit?
Please describe: _____

General availability for volunteer work:

For People who wish to be drivers:

You must have a valid drivers license. Class: _____ Province of issue _____

Copy of Drivers abstract and insurance

The insurance package at the Ladysmith Resources Centre includes coverage for volunteer vehicles when used for approved Ladysmith Resources Centre business.



Code of Conduct for Ladysmith Resources Centre Association (LRCA) Volunteer

The LRCA believes that all people, at all times, have the right to have access to the resources, capabilities, choices, security and power necessary for the enjoyment of an adequate standard of living.

In accordance with the formal and informal mandates of the LRCA and its stakeholders, the various deliverables and expectations are to be conducted by the staff and volunteers, overseen by the Executive Director, and under the direction of the Board of Directors.

Included in the mandates, the Volunteer will be required to complete and receive clearance for a Criminal Records Background Check (CRC) and/or Driver Abstract, if applicable, in accordance with the laws of the Province of British Columbia; LRCA Conflict of Interest Agreement; LRCA Non-Disclosure Agreement; LRCA Media Policy, and any other documents deemed necessary from time to time.

The LRCA Volunteer has a fundamental role to play in serving the residents of Ladysmith in accordance with the mandates of the LRCA. The LRCA Board of Directors and Executive Director acknowledge and support the vital role the volunteer in achieving the organization's purpose or mission.

A. Governance

The Role of the LRCA Board of Directors (the Board)

As part of the mandate to address the needs of the community and provide affordable housing the role of the Board is to provide strategic direction to the organization on how best to meet these needs. The Board also has the responsibility to ensure a healthy and strong organization that works both effectively and efficiently.

The Role of the Executive Director

The Executive Director (ED) is an employee of the LRCA. The ED is responsible for putting the directions of the Board into practice. As part of this, the ED manages both staff and volunteers in order to meet the objectives and goals of the organization. The ED also has a responsibility to ensure that staff and volunteers feel valued and appreciated in their efforts to meet the mandate and the strategic goals of the organization. Furthermore, the ED is to report back to the Board on progress and advice based on suggestions and feedback from staff, volunteers, authorities and experts in the field.

The Role of Volunteer

Based on the direction of the ED and senior staff, the volunteer helps implement the LRCA mandate and strategic directions. While part of the governance structure of the LRCA, the volunteer represents the frontline of services to the public. They are key to ensuring programs and services are effective and efficient in accordance to the organization's mandate. The volunteer is considered a critical source of information to ensure the programs and services continually adapt to the changing needs of the community of Ladysmith.

B. Code of Conduct

Objective of the Code

The objective of this code is to articulate the values and expected behaviors of volunteers within the context of the mandate and governance structure of the LRCA. The aim is that we act ethically, compassionately and as a team. Collaboration, cooperation and respect for each other and those we serve is fundamental to both our mandate and the health of our organization. The values, described herein, cannot be considered in isolation from each other as they will often overlap.

i) Respect for those we serve

The LRCA serves a variety of clients, including but not limited to, low income, individuals with disabilities, seniors, youth, families. No matter what their position, status, economic position, race or culture, our clients are to be treated with respect and dignity. While programs and policies may prioritize who we can serve, we recognize our responsibility to treat everyone fairly and without discrimination.

ii) Respect for the organization and the governance system

Those who work and volunteer for the LRCA should feel valued. They should not have to endure violence, bullying, sexual harassment, or discrimination either from a member of the public or from anyone within the organization. No one should have to work in a toxic or “poisoned work environment” which is characterized by an activity, behaviour or environment that creates a hostile or offensive workplace.

Those who work and volunteer for the LRCA should feel part of an integrated team that understands and respects the governance structure, roles and duties of the organization. They should see themselves as ambassadors and representatives of the organization, its mandates and goals.

iii) Integrity and Stewardship

The LRCA Volunteer is responsible for treating both the public and members of the organization with honesty and fairness. The Volunteer is also entrusted to manage the resources of the LRCA with care and in accordance with LRCA policies and procedures.

iv) Excellence

The Volunteer has an important role in the continual improvement of the quality of policy, programs and services they provide. They are at the forefront of recognizing the changing needs of the residents of Ladysmith. The Volunteer, working with the LRCA governance structure, will adapt to these changes to ensure we continue to effectively and efficiently meet the needs of our clients.

As part of the role of achieving excellence, the Volunteer foster a work environment that promotes teamwork, learning and innovation.

C. Breach of LRCA Mandates & Code of Conduct

In the event of a breach of a LRCA Mandate, including the Code of Conduct, the Volunteer in question will be made aware of said breach, in writing, specifying a timeframe to meet with the Executive Director and the President of the Board of Directors (or their respective designates) to discuss the violation in question. Based on the severity of the breach, the Executive Director and President, will deliberate privately and may elect to:

- do nothing (in which case the contents of the private meeting are to remain private);
- request remedial action(s) by the Volunteer; or
- remove the Volunteer from the organization.

In the event of remedial action(s) the Volunteer will be advised in writing of the action(s) required. If remedial action(s) are not taken by the Volunteer within the timeframe specified, the President and Executive Director may elect to remove the Volunteer from their position. In the event that removal is the chosen course of action, the ED and President will advise the Volunteer, in writing, of the decision.

If the individual in question is a Director or member of a Board Committee, the ED will be replaced in the above process by quorum of the board of the directors.

I _____ have read, understand and will abide by the Code of Conduct for LRCA Volunteers.
(Name)

Date: _____

Signature: _____

Witness: _____

Name: _____

**Ladysmith Resources Centre Association
Conflict of Interest Policy**

As an Employee or Volunteer of the Ladysmith Resources Centre Association (LRCA), I acknowledge that, in fulfilling my roles and responsibilities to the LRCA, there exists a potential for conflict of interests. Employees and Volunteers are expected to act honestly and in the best interest of the LRCA. Employees and Volunteers are expected to be sensitive to, and to avoid or mitigate, any situations involving conflict of interest between their personal interest and private affiliations and their employment or volunteer position. This includes acting with integrity and honesty in all contact with the public, organizations, corporations, sponsors, and any level of government with which the LRCA has had, or may have, dealings with.

“Conflict of interest” is defined as receipt of a benefit as a result of my association with LRCA. “Benefit” is defined as receipt of advantage, gain, or profit but does not include receipt of services provided by the LRCA which are offered to the general public. “Receipt” includes personal receipt and/or receipt by family members residing in my household, and receipt by any business venture owned, or partially owned by myself, or any associated business. A conflict of interest may arise either on a perceived or an actual basis.

It is the duty of all Employees and Volunteers to disclose any conflict of interest, actual or potential, and any perceived conflict of interest at their earliest notice to their Supervisor, or the Executive Director, or the President of the LRCA. Every report shall be brought to the attention of the President; the President will investigate, or cause to be investigated the actual, potential, or perceived conflict and determine what course of action, if any, to take. The decision of the President shall be reviewed by the Board of Directors at its next scheduled meeting if any party requests it, and the decision of the Board shall be binding. Upon disclosure of a perceived or actual conflict of interest I agree that I will remove myself from any and all discussions, and/or voting pertaining to the matter.

While the LRCA recognizes the right of its Employees and Volunteers to be involved in activities as citizens of the community, Employees and Volunteers must keep their role as private citizens separate and distinct from their employment or volunteer activities and must avoid situations in which they, inadvertently or otherwise, place themselves in a conflict of interest.

Failing to uphold the Conflict of Interest Policy of the LRCA may result in the disciplinary action and/or removal of my duties and responsibilities, and is subject to the provisions of the LRCA’s Employee Manual or Conditions of the LRCA’s Volunteer Code of Conduct.

Name: _____

Signature: _____

Date: _____



LADYSMITH RESOURCES CENTRE ASSOCIATION

Heart on the Hill

Conflict of Interest Policy

As a Director/Officer/Employee or Volunteer of the Ladysmith Resources Centre Association (“the LRCA”), I acknowledge that in fulfilling my role and responsibilities to the LRCA, I recognize that from time to time conflicts of interest may occur.

A conflict of interest is defined as any instance where, as a result of my affiliation with the LRCA, a benefit may accrue to me or my related businesses, other affiliated organizations to which I am associated and/or family members residing in my personal residence. A conflict of interest may arise either on a perceived or actual basis.

In order for the LRCA to monitor and prevent potential and actual conflicts of interest from occurring, I acknowledge that it is my responsibility to advise/disclose to the Executive Director and/or Board Chairperson of any perceived or actual Conflicts of Interest and I agree that I will remove myself from actively participating and/or voting on any and all matters related to the perceived or actual conflict of interest. Upon disclosure of a perceived or actual conflict of interest, I agree that I will remove myself from any and all discussions pertaining to the matter. In the event that I am unclear as to whether a Conflict of Interest exists, the matter will be referred to the Board Chair for evaluation and confirmation.

In the attached Schedule A, I have listed any and all related businesses and organizations that I am affiliated with and have listed all family members who reside with me at my principle residence. This information will be maintained in confidence by the Executive Director and revised on an annual basis.

Failing to uphold the conflict of interest policy of the LRCA will result in the removal of my duties and responsibilities with the LRCA on a non-recourse basis to the LRCA.

Name

Date

Schedule A:

Business that I am a majority owner/shareholder in:

Associations that I am a Director/Officer/Employee/Volunteer in:

Related parties to me: (family members residing in my personal residence):



Non-Disclosure Agreement

As a Director/Officer/Employee or Volunteer of the Ladysmith Resources Centre Association (“the LRCA”), I acknowledge that in fulfilling my role and responsibilities to the LRCA I may be presented with confidential information pertaining to the business affairs, the clients and the stakeholders of the LRCA.

In order to maintain the professional reputation and community standing of the LRCA and my own personal reputation and ethical standing, I agree that I will not disclose any information of a confidential nature regardless of the manner or format in which it was received (i.e. verbal, written or electronic means) to any other party without the prior written consent of the Executive Director or Board Chair.

In the event that un-intentionally or otherwise that it is determined that I have breached this Non-disclosure Agreement, I will immediately tender my resignation as Director/Officer/Employee/Volunteer in writing to the Executive Director without recourse on the LRCA.

Name

Date



Letting the residents of Ladysmith and the surrounding area know about the good work and tremendous programs of the LRCA is an ongoing process, and key to the organization's future successes. To move this process ahead, and avoid setback, the information 'put out there' must be uniform in its content, timely, and consistent with future goals of the LRCA.

To this end, the following policy directive was adopted by the Board of Directors of the LRCA in November 2016, and applies to the LRCA's Board, Staff, and Volunteers.

In the case of Programs and Projects of the LRCA:

- 1) Submissions, advertisements and comments to traditional (print, radio, tv) media are to be vetted through the Programs Manager or, in their absence, the Executive Director or President.

- 2) Submissions, advertisements, and comments to social media will originate from an LRCA source (LRCA Website, Facebook, Instagram, twitter, etc.)

- 3) Responses to external Social Media posts that reference LRCA Programs or Projects are to be directed to the President or Executive Director who will, if necessary, respond via the applicable LRCA account.

The Executive Director is the only authorized representative of the LRCA to speak to the media or any Town officials regarding the overall conduct of the LRCA as it pertains to LRCA business.

If you are ever approached by the media for a "statement on the record" on any LRCA business, please refer this person to the Executive Director.

Name: _____ Signature: _____

Date: _____