

# SHALEM POLICIES & PROCEDURES

(IN ALPHABETICAL ORDER)



**Shalem**  
Society for Senior Citizens Care

05-12-20

# SHALEM POLICIES & PROCEDURES (IN ALPHABETICAL ORDER)

- Attendance & Time: Volunteer attendance is important to the operation of each program. The residents and staff are counting on your presence. Volunteers should notify their supervisor in advance if they are unable to be present on their scheduled day or presentation. Volunteers are responsible for completing and submitting their volunteer time by signing in when they arrive to volunteer and then signing out at the conclusion of their appointed time. A volunteer sign in/out form is located at the Shalem Haven receptionist desk. Time not accounted for is the responsibility of the volunteer.
- Breach of Confidentiality: In the course of volunteering, you may become aware of confidential and personal information. Confidential information about Shalem, its residents and staff, should not be divulged. If you are in doubt as to whether information is confidential, please seek management approval before disclosing it to anyone. Shalem depends on the maturity and loyalty of each volunteer to keep confidential matters private.
- Change of Placement: Volunteers may request a change in placement anytime during their volunteer service. If a volunteer elects to be re-assigned, the volunteer must apply for the volunteer position and receive all appropriate training.
- Conduct: Volunteers are expected to follow rules of conduct that will protect the interest and safety of all volunteers, staff and Shalem. The following are only some examples of inappropriate conduct which could lead to dismissal:
  1. Theft or inappropriate removal or possession of Shalem's property or that of any Shalem volunteer, staff, agent or visitor, including failing to cooperate fully in any Shalem investigation.
  2. Altering Shalem reports or records.
  3. Volunteering under the influence of alcohol or illegal drugs and/or illegal or unauthorized possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the volunteer environment.
  4. Creating a disturbance on Shalem premises, at sponsored activities, or in areas which could jeopardize the safety of others.
  5. Improper use of Shalem's property or property owned by any other individual or organization.
  6. Lack of cooperation or other disrespectful conduct.
  7. Violation of Shalem, Federal, Provincial, or local safety and health rules while on the premise, at sponsored activities or in areas which could jeopardize the safety of others.
  8. Inappropriate use of telephones, computer equipment or systems, mail system, e-mail system, facsimile machines, or other Shalem-owned equipment.
  9. Unauthorized disclosure of Shalem proprietary or confidential information.
  10. Unsatisfactory performance or conduct.



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- **Conflict of Interest:** Shalem is judged, in large part, by the individual and collective performance of its volunteers and staff. Shalem must recognize the importance of a volunteer's duty to Shalem, and to its members and supporters, to act in a manner that merits public trust and confidence. Each volunteer must act in all matters in a manner that will safeguard the reputation and integrity of Shalem, and will preserve and strengthen public confidence in Shalem activities. Likewise, volunteers must refrain from engaging in any transaction in which personal interests conflict, potentially conflict, or appear to conflict with those of Shalem. An actual or potential conflict of interest occurs when a volunteer is in a position to influence decisions that may result in a personal gain for yourself or for a relative as a result of Shalem's business dealings. For the purposes of this policy, a relative is a person who is related by blood or marriage, or whose relationship with the volunteer is similar to that of persons who are related by blood or marriage. Participation in any activity prohibited by this policy can result in the termination of volunteer service. Some conflict of interest situations are easily identifiable, whereas others are more subtle. Some of the more common situations pertaining to volunteers, which may give rise to potential conflicts are set out below. This list is illustrative only and should not be regarded as all-inclusive:
1. **Accepting Payment or Gifts:** No volunteer shall accept payment of any kind (including gifts, cash, discounts, concessions, services or other similar items or benefits) for services rendered as part of his or her volunteer service unless approved by Shalem Management, such as a gift card given to say "Thank you" to the volunteer for his/her efforts. A volunteer shall not accept payment for speaking engagements or for participation in workshops or similar activities. You may not request/demand gifts or services from any resident or business dealing with Shalem. Shalem strongly discourages all volunteers from accepting gifts from residents. However, there are times when a resident may wish to gift you something small, especially around the holidays, so we ask that you use your discretion. All gifts accepted by a volunteer should be reported to the Volunteer Coordinator or Management to ensure the gift is appropriate.
  2. **Improper Influence:** Any volunteer, or close relative, should not, when acting on his or her own behalf or when acting on behalf of another person, business or organization, attempt to influence Shalem's position on any issue, matter or transaction, nor participate in any discussions pertaining to a related organization.
  3. **Inside Information:** Inside information should not be used either for the purposes of gaining advantage for one self, a close relative, or another organization or for any other purpose not specifically approved by Shalem.
  4. **Competing with Shalem:** No volunteer shall prevent or hinder Shalem from lawfully competing with others or divert business or personnel from Shalem.
  5. **Political Activities:** Volunteers are encouraged to take an active interest and to participate in the political and governmental process. However, except for registered lobbyists and others authorized to act on behalf of Shalem, volunteers participating do so as individuals and not as representatives of Shalem. To avoid any inference of support or sponsorship by Shalem, a volunteer must never represent his or her political donation, endorsement or other political activity that was made or engaged in with the approval, or on behalf, of Shalem. Likewise, volunteers must not engage in political activities during their volunteer service on behalf of Shalem.
  6. **The Making of Statements:** No volunteer shall use Shalem stationery, any title of Shalem, refer to Shalem or misidentify him or herself as an employee thereof in connection with any matter as to which he or she is not authorized as a representative of Shalem and to express an opinion on its behalf.



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- Dismissal: A volunteer may be dismissed for failing to comply with policies and regulations, providing unsatisfactory service or acting in a manner inconsistent with the best interests of the Society or the group being served. Volunteers may be discharged without warning, for just cause. Shalem has the right to request a volunteer leave immediately. Dismissal will take place whenever possible only after consultation with the Volunteer Coordinator, Shalem Management or Board Executive, and the volunteer. Should an offence be illegal or dangerous, the volunteer will also be reported to the local authorities. More specifically, grounds for immediate dismissal include, but are not limited, to:
  1. Gross misconduct or insubordination.
  2. Being under the influence of alcohol or drugs while performing their volunteer assignment.
  3. Theft of Society or Individual property, or misuse of the Society's funds, equipment or materials.
  4. Lies or falsification of records.
  5. Illegal, violent or unsafe acts.
  6. Abuse or mistreatment of individuals, individual's family members, Society Board Members or other volunteers.
  7. Entering into a legal relationship with an individual you are volunteering with (i.e. marriage/guardianship.)
  8. Using their training or Society affiliation to engage in matters related to partisan politics, religious matters, community issues contrary to the positions taken by the Society or for personal gain or business interest.
  9. Failing to hold in confidence sensitive matters that come to their attention in the line of duty.
- Dress Code: Volunteers are representatives of Shalem and are responsible for presenting a positive image to residents, staff and the community. Volunteers will dress appropriately for the conditions and performance of their duties. Volunteers will be issued a name badge, which must be worn at all times in the facilities. These badges help residents, visitors and staff easily identify Shalem volunteers. Name badges are kept at the Haven reception desk. Please return your badge after each volunteer shift. Volunteers who work as support in an office situation will dress according to the code of that particular office. Individual volunteers will be informed of the dress standard for their duties at the time of assignment. Neat and clean clothing, as well as good grooming habits and personal hygiene, is expected while volunteering at Shalem.
- Drug-Free Environment: Shalem provides a drug-free, healthy, and safe environment. While on Shalem premises and while conducting Shalem related activities off Shalem premises, a volunteer may not use, possess, distribute, sell, or be under the influence of alcohol or illegal or some legal drugs. Occasionally, Shalem may sponsor events where alcohol is served. In such situations, volunteers who consume alcohol are expected to act in a responsible manner. The legal use of prescribed drugs is permitted during volunteer service only if it does not impair a volunteer's ability to perform the essential functions of the volunteer position effectively and in a safe manner that does not endanger other individuals in the workplace. Volunteers must advise their supervisor if they are taking any prescription or over-the-counter drug which could adversely affect safety or performance.



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- Emergency Closures: Shalem strives to ensure the safety of all volunteers. In the event of inclement weather, volunteers will be responsible for contacting Shalem to inform staff that they will not be performing their scheduled service. If Shalem should close or be forced to lock down due to an outbreak, fire, natural disaster, active shooter, hostage situation or any other threat, Shalem staff will - to the best of their ability and as the situation permits- notify volunteers scheduled to perform service via email or telephone.
- Evaluation: Volunteers receive periodic evaluations to review their performance. The evaluations allow for a volunteer and supervisor to suggest changes, seek suggestions and enhance the relationship between the volunteer, staff and Shalem. The evaluation is a discussion period, and both supervisor and volunteer should establish an open line of communication.
- Grievances: The grievance procedure is intended to provide a fair and systematic method of dealing with complaints against or from volunteers. The grievance sequence is as follows:
  - The volunteer/Volunteer Coordinator shall present the grievance in writing. All the parties involved shall attempt to reach a settlement informally. If not satisfactorily resolved, the grievance shall proceed.
  - The volunteer/Volunteer Coordinator shall present the grievance in writing to Shalem Management. The matter shall be considered in the presence of all concerned and a decision shall be rendered within five (5) working days of the presentation of the grievance. If not satisfactorily resolved, the grievance shall proceed.
  - The volunteer/Volunteer Coordinator shall present the grievance to the President of the Board of Directors and will be given the opportunity to make a brief presentation. The Board will make a decision regarding the complaint at the same meeting, without the affected parties present.
  - Every effort will be made to solve problems cooperatively and informally with the volunteer/Volunteer Coordinator and involved parties. All complaints will be treated as confidential.
- Health and Safety of Residents: Our foremost concern is for the safety and well-being of our residents, volunteers, staff and visitors. Shalem will provide a maintained, safe and healthy environment in compliance with legislative requirements/industry standards. As a volunteer, it is your responsibility to take the necessary precautions to ensure your own health and safety, as well as the health and safety of the residents. Please ensure you know how to do your job safely. If you have any doubts or concerns, contact the Volunteer Coordinator. Further, please report all unsafe conditions to the Volunteer Coordinator or Management. In the event of an accident, you must report it immediately to the Volunteer Coordinator. You MAY NOT transfer residents or lift them up in the event of a fall. Please seek the assistance of Shalem staff or press the SARA pendent - assuming the resident is wearing one. Shalem has limited liability for you as a volunteer while you are on the premises or representing Shalem on an outing. Throughout the course of your volunteer time here, there may be opportunities to attend various health and safety training. As a volunteer, you are required to observe the general principles regarding infection control, such as washing your hands before and after contact with residents, after washroom use, after coughing or sneezing, and prior to coffee and meal breaks. An influenza outbreak is very serious in a seniors' home and can cause significant health issues—even death in the senior population. Therefore, if you are ill please let the Volunteer Coordinator know as soon as possible so alternate arrangements can be made.



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Leave of Absence: Volunteers may request a leave of absence with the approval of their supervisor. This leave of absence will not alter or extend beyond the previously agreed ending date of service.

Parking: Volunteers are asked to use the visitor parking areas, located at the Haven entrance off 51 Street. You may also park in the Emmanuel Church parking lot and access Shalem through the Court entrance. Shalem is not responsible for theft or damage to vehicles or contents.

Pets: Shalem has a no pet policy. Pets are only permitted as visitors through a Shalem authorized volunteer therapy program.

Recognition: Continuing recognition of volunteers is vital and will occur throughout the year in various forms.

Record Management: The Volunteer Management Office maintains records on each volunteer throughout the organization. Records include:

- Name, phone number and address of volunteer (permission if under age 18)
- Emergency contacts and phone numbers, dates of volunteer service, positions held, duties performed, evaluation of volunteer performance, training attended and awards/recognition received.
- Reference checks, police check and vulnerable persons check
- Volunteer records, including application, reference checks and background checks, are all confidential
- Volunteers are responsible for submitting and updating information contained in their files to the Volunteer Coordinator.

Reimbursement of Expenses: Volunteers may be eligible for reimbursement of pre-approved, actual out-of-pocket expenses, including transportation expenses incurred while engaging in volunteer service for Shalem. Upon the approval of a supervisor, volunteers need to track and submit receipts for all actual out-of-pocket expenses for which they seek reimbursement. Reimbursement for travel to and from volunteer service by public transportation is based on actual out-of-pocket expense which must be substantiated by receipts. Reimbursement requests must be submitted to the Volunteer Coordinator. Contact the Volunteer Coordinator for the current mileage reimbursement rate.

Return of Property: Volunteers are responsible for Shalem property which includes all materials, files, keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All Shalem property must be returned on or before your last day. Shalem may take all actions deemed appropriate to recover or protect its property. Property which includes all materials, files keys, passwords or any other written or electronic information issued to volunteers or in volunteers' possession or control. All Shalem property must be returned on or before your last day. Shalem may take all actions deemed appropriate to recover or protect its property.

Safety-General: The safety of our residents, staff and volunteers is of the utmost importance to us. If you are regularly committing to serve Shalem, we will require a background check and reference letter. For the guidance of all volunteers, the following are examples of conduct that are not acceptable at Shalem and will result in disciplinary action, up to and including the termination of the volunteer role and possible legal action:

- Physical abuse of residents, staff or visitors
- Psychological abuse of residents, staff or visitors
- Financial abuse of residents, staff or visitors
- Abuse through neglect of a resident



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- Safety-General Cont'd...
  - Disrespectful behavior
  - Lack of courtesy
  - Obscene and coarse language
  - Rudeness or gossiping
  - Disturbing or offensive behavior
  - Intentional damage to Shalem property
  - Smoking in the building
  - Theft
  - Any form of illegal conduct on the premises of Shalem
  - Any other deliberate violation of Shalem policies
  - Possession or being under the influence of drugs or alcohol while at Shalem
- Safety and Security: Shalem desires to provide a safe volunteer environment. Volunteers are responsible for using the following common-sense suggestions to help ensure a safe environment:
  - Be aware of any unknown person who comes into your area and is not accompanied by staff.
  - Never leave your purse, wallet, or other valuable items unattended. Keep these items out of sight. Keep your wallet or purse with you at all times or keep them in the volunteer lockers provided by Shalem.
  - Avoid carrying large sums of money.
  - Desks, lockers, and other storage devices may be provided for a volunteer's convenience but remain the sole property of Shalem. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of Shalem at any time, either with or without prior notice.
  - Shalem is not responsible for lost or stolen personal property. Shalem will not reimburse a volunteer for any personal property which disappears from a volunteer site.
- Shalem aims to provide a safe and healthy environment for all volunteers: If a volunteer is injured in the course of the volunteer's service, it is important the volunteer notify his/her supervisor immediately, then complete and submit an incident report to the Volunteer Coordinator. Shalem's general liability coverage, with some limitations and exclusions, protects volunteer workers for covered injury or damage that results from activities or service that volunteers conduct or perform at Shalem's direction and within the scope of their duties for Shalem. Shalem's general liability coverage does not provide coverage to volunteers themselves for liabilities they may have incurred for their actions. In some instances, volunteers must sign a release absolving Shalem of liability when Shalem volunteers voluntarily and knowingly subject themselves to certain risks while performing volunteer services on behalf of Shalem. Contact the Volunteer Coordinator with questions or for more information about insurance and liability.
- Service Requirement: Volunteers agree to commit to a minimum number of hours of service. At the end of a service term, volunteers may elect to renew their volunteer service agreement with Shalem. The number of hours of service required varies by opportunity.



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- Sexual Harassment in the Workplace: Shalem is committed to providing volunteers with an environment that is free from discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated. Shalem encourages volunteers to bring any incidents of sexual harassment to the immediate attention of the Volunteer Coordinator, Shalem Management or the Board of Directors.
- Smoking: Shalem intends to provide a safe and healthy environment. Smoking of any kind or vaping in the workplace is prohibited except in outside locations specifically designated as smoking areas. For information regarding the location of smoking areas, consult your Volunteer Handbook or the Volunteer Coordinator.
- Training: Volunteers receive training as part of their volunteer service with Shalem. All volunteers must complete an orientation, on-the-job or program training, and may be asked to participate in continuing education classes. Volunteer orientation provides an overview of Shalem, its mission, history and goals. Each volunteer will participate in a scheduled orientation within the first month of beginning their service. The orientation is designed to provide a framework for volunteering. Volunteer assignment or program training is provided by the supervisor or trainer for a particular placement. The training details the skills and knowledge necessary to perform their volunteer assignment.
- Telephones and Mail Services: Telephones are for business purposes. When permitted, personal phone calls should be kept to a minimum and should not interfere with volunteer service. If any long distance charges are incurred resulting from a volunteer's personal use of a Shalem telephone, the volunteer must reimburse Shalem. Volunteers must never use a residents' phone for personal purposes. The use of Shalem paid postage for personal correspondence is prohibited by Federal law.
- Use of Shalem Property: Any equipment, machines, or tools, which appear to be damaged, defective, or in need of repair should be reported to the volunteer's supervisor. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to others. The Volunteer Coordinator can answer any questions about the volunteer's responsibility for maintenance and care of equipment used during a volunteer assignment.
- Use of Shalem Computers: Shalem provides Wi-Fi access in the Shalem Cafe for those volunteers who may need to access content pertaining specifically to their volunteer role. Personal business (or pleasure) should not be conducted during volunteer time. Shalem does not provide computers/laptops for its volunteers. Volunteers may not use a residents' computer/laptop, email or internet access.
- Youth Volunteer and/or Service Learning: Volunteers, under 18, must have written consent of a parent or guardian before volunteering. Students volunteering for service-learning credit hours for their school must submit school name and contact information before volunteering. School and church groups are welcome, so long as accompanied by staff.

