



Giving
Hope
Today

The Salvation Army British Columbia Division

Volunteer Policies & Procedure Manual

Updated by:
Divisional Volunteer Coordinator
Public Relations & Development
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The Salvation Army
Canada & Bermuda
British Columbia Division

Public Relations & Development

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Code of Conduct

for all officers, employees and volunteers
of The Salvation Army
in Canada and Bermuda

• 2014



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1. Purpose

In order to assist The Salvation Army in maintaining a harmonious and ethical work environment, which honours God and serves the community, this Code of Conduct (the “Code”) has been adopted to set out the Basic Principles and Rules that all staff must follow in the performance of their work, whether they are officers, employees or volunteers.

2. Basic Principles

All officers, employees and volunteers of The Salvation Army are expected to behave in ways that are aligned with the organization’s mission and values.

Mission Statement:

**The Salvation Army exists to share the love of Jesus Christ, meet human needs
and be a transforming influence in the communities of our world.**

Operational Values:

- Compassion:** We reach out to others and care for them.
- Respect:** We promote the dignity of all persons.
- Excellence:** We strive to be the best at what we do and a model for others to emulate.
- Integrity:** We are honest, trustworthy and accountable.
- Relevance:** We are committed to the pursuit of innovation and effectiveness.
- Co-operation:** We encourage and foster teamwork and partnerships.
- Celebration:** We give thanks by marking milestones and successes.

3. Rules of Conduct (“Rules”)

In all dealings at or on behalf of The Salvation Army, Officers, Employees and Volunteers must:

- a) Conduct themselves at all times with honesty, integrity and transparency;
- b) Perform their defined duties to the best of their ability;
- c) Treat others, including other officers, employees, volunteers, funders and clients with respect, dignity, fairness and courtesy;
- d) Never act in a discriminatory, harassing or violent way towards others;
- e) Never use their position in order to gain an advantage over or exploit the vulnerability of others;
- f) Avoid putting themselves or The Salvation Army in a real or perceived conflict of interest;
- g) Follow all applicable laws regardless of where The Salvation Army conducts its operations;
- h) Comply with all applicable Salvation Army policies and procedures;
- i) Collect, use and disclose confidential information only in accordance with Salvation Army policy and applicable privacy law;



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- j) Conduct all business activities in a responsible manner, consistent with ethical obligations of stewardship and in accordance with all applicable laws, policies and procedures;
- k) Always strive for the highest health, safety and environmental standards in all facilities and work areas;
- l) Keep all records, documents and communications accurate, truthful, and up-to-date;
- m) Use information technology, including internet and email, in a professional and appropriate manner, in accordance with Salvation Army policy;
- n) Never destroy or take for personal use any items belonging to or safeguarded by The Salvation Army without prior written approval;
- o) Never participate in or assist others to participate in any illegal and/or criminal activities;

4. Alcohol and Drug Abuse

While the use of medicinal drugs is clearly acceptable, no officer, employee or volunteer may use, distribute, or be under the influence of alcohol or non-medicinal drugs in the workplace. Anyone with alcohol or drug dependency is encouraged to seek treatment. While The Salvation Army is committed to providing support and assistance in dealing with such dependency, anyone who is found to be under the influence of non-medicinal drugs or alcohol will be sent home immediately, and may be subject to disciplinary action.

5. Officers: Orders and Regulations

In the event of a conflict between the provisions of this Code of Conduct and Orders and Regulations, the latter shall take precedence.

6. Violation of the Code

Any violation of this Code is viewed as a serious matter regardless of whether or not the actions in question were taken for the sake of convenience, or whether or not there is any actual loss or benefit to The Salvation Army and/or others.

An officer, employee or volunteer who becomes aware of a violation of this Code should report it immediately to the Chief Secretary's Office at Territorial Headquarters at 416-422-6198. The Territorial Director of Employee Relations will ensure the Divisional Commander/Department Head and the Secretary for Personnel (should an officer be party to the concern) is advised of all complaints received and will discuss further actions required. No officer, employee or volunteer will be disciplined for reporting in good faith any known or suspected violation of the Code. Any officer, employee or volunteer who attempts to retaliate against another officer, employee or volunteer for reporting in good faith any violation will be subject to disciplinary action, up to and including termination for cause.

All officers, employees and volunteers are expected to cooperate fully in any investigation of a suspected breach of the Code.

Depending on the findings of the investigation, disciplinary action may be taken up to and including termination for cause. Violations may also result in civil and/or criminal proceedings being initiated.



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CODE OF CONDUCT RECEIPT AND ACKNOWLEDGMENT FORM

I acknowledge that I have received and read The Salvation Army's Code of Conduct. I understand the standards and policies contained in the said Code. I further agree to comply with the said Code.

I understand that if I have any questions or concerns at any time regarding the Code of Conduct, I will consult with my supervisor.

NAME: _____
(Officer/Employee/Volunteer)

Signature: _____

Ministry Unit/DHQ/THQ: _____

Date: _____



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Code of Ethics

This Code of Ethics is expressive of the principles and the purpose of Salvation Army ministry, providing a framework for the delivery of efficient and effective service. As a volunteer/practicum student of The Salvation Army I understand:

My Responsibility to Clients, Customers and Colleagues:

- Respect and protect the civil and legal rights of all persons
- Regard for the dignity and best interests of each person, recognizing that he/she has a right and an obligation to take responsibility for personal actions and choices
- Confidential retention of all information and knowledge related to the individual and related parties, with disclosure only as properly and legally authorized
- Honest, clear and direct communication

My Responsibility to The Salvation Army:

Commitment to an effective and efficient service to clients & customers Diligent handling of all documentation, records and reports according to policy and procedure Conduct worthy of professional staff Adherence to all health and safety regulations, standards, policies and procedures, which are mandated for the safe and efficient operation of the service Use of management practices established by the agency Ethical use of resources Avoidance of any conflict of interest* Disclosure to the appropriate authority of any direct or indirect situation which may lead to a conflict of interest

'Conflict of interest exists when the employee used position, authority, or privileged information to:

- a) Obtain an improper benefit, directly or indirectly*
- b) Obtain an improper benefit for a friend, relative or associate*
- c) Make decisions that will negatively affect the organization*

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date



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Confidentiality Policy

The Salvation Army requires that strict confidentiality be maintained with respect to all information obtained by volunteers concerning the ministry unit to which they are assigned, **as well as all clients and others they serve.**

The volunteer shall not divulge any information obtained in the course of her/his volunteer placement to any third parties without the prior written consent of The Salvation Army. This includes, but is not limited to, information pertaining to the financial status and operations of the ministry unit such as budget information, donations of money or gifts in kind, salary information, information pertaining to clients of the ministry unit, etc.

No information concerning any volunteer will be divulged without the prior written consent of the volunteer. This includes addresses, telephone numbers, etc.

Failure to comply with the above-listed items may result in disciplinary action, including discontinuing the services of the volunteer.

AGREEMENT:

I understand the above and agree to uphold the confidentiality of these matters both during and following my volunteer service or contact with The Salvation Army.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date



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Conflict of Interest

On the recommendation of the Territorial Management Board, the Territorial Commander has approved the following Conflict of Interest Policy for all officers, employees, and volunteers:

1. Purpose:

The purpose of this Policy is to provide individuals with guidance on how to identify potential or real conflicts of interest and disclose them in order to help minimize or eliminate the impact of such conflicts, both for themselves and for The Army.

2. Principle:

When engaged in Salvation Army operations, officers, employees and volunteers are required to act in The Salvation Army's best interests and to avoid becoming involved in situations of real or perceived conflicts of interest.

3. Identifying a Conflict of Interest:

Conflicts of Interest occur when officers, employees and volunteers have personal interests in decision-making that can reasonably appear to influence their actions, bias their judgment or prejudice the outcome of decisions. They can also occur when officers, employees, or volunteers are in situations where they can use or appear to use their position with The Salvation Army to benefit personally or to benefit someone else at The Salvation Army's expense.

Possible conflicts of interest can include but are not limited to the following:

- Holding a financial interest in or receiving/soliciting any personal benefit exceeding \$250 from a business which furnishes or wishes to furnish services, materials, or supplies to The Army. Officers should also refer to the Orders & Regulations for guidance on such matters.
- Being called upon to make decisions pertaining to a family, friend or business in which you have an interest.
- Using The Army's personnel, equipment, supplies or goodwill for other-than organization-approved activities, programs and purposes;
- Lending money to or accepting personal loans from clients and/or business partners.



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4. Disclosing/Reporting a Conflict of Interest:

If an officer, employee or volunteer believes they have or could have a conflict of interest, they should immediately report it to their supervisor, who will determine whether or not a conflict exists and what actions should be taken. Appropriate actions can include, but are not limited to: waiving the conflict if it is nominal; putting in place protocols to minimize the conflict; having the individual refrain from voting and/or discussing a matter; having the individual remove themselves from the file, committee, board, etc. If the individual is not comfortable reporting it to their supervisor, then another member of leadership may be advised.

Individuals serving on boards, committees, and/or other councils, should report potential conflicts of interest on proposed business at the beginning of each meeting, as a preliminary point of order. The member with the perceived conflict of interest would be asked to address the board, committee or council about the concern and be excused from the room to allow for proper deliberation. If the board, committee or council finds a conflict of interest, then they should take appropriate action to meet the circumstance. The name (s) of the person(s) who disclosed the real or potential conflict, the nature of the conflict and any decision regarding the conflict should be recorded in the minutes.

It is important to understand that just because a conflict of interest exists, it does not mean the individual has done something unethical, wrong or lacks integrity.

However, not reporting such a conflict can lead to a loss of trust and faith in The Salvation Army and therefore it is important to alert the appropriate people so that proper actions/protocols can be put in place to ensure that integrity of The Salvation Army is upheld. Individuals who knowingly fail to report a serious conflict of interest may be subject to discipline up to and including termination.

Where a supervisor, board, council, or committee is unsure on how to proceed, they may contact the Chief Secretary's Office at Territorial Headquarters for advice at 416-4226198.



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WAIVER OF LIABILITY

The Salvation Army agrees to treat all volunteers with dignity and respect, having due regard for their personal safety and their personal property while they are serving as volunteers.

To that end, The Salvation Army will take reasonable steps necessary to ensure a safe and secure working environment for all individuals, including volunteers.

While volunteers will not knowingly be placed in unsafe situations or exposed to unnecessary risk, it is recognized that accidents or losses occasionally happen which cannot be attributed to any fault on the part of any one individual or organization.

The purpose of this document is to release The Salvation Army from liability for accidents, injuries, losses and damage which may occur in the course of providing volunteer services, where such accidents, injuries, losses or damage are not caused by negligent acts or omissions on the part of The Salvation Army.

As a volunteer participant in the delivery of Salvation Army programs and services, I agree to the following:

1. The Salvation Army will not be required to compensate me for any harm or loss suffered as a result of my participation in the provision of volunteer services, whether that be harm such as illness, injury or death, or loss of or damage to personal property unless such harm or loss is caused by negligent acts or omissions on the part of The Salvation Army or those for whom it is legally responsible.
2. I relinquish any right I might have to claim compensation from The Salvation Army for any harm or loss suffered by me in connection with the provision of volunteer services except if such harm is caused by negligent acts or omissions of The Salvation Army or those for whom it is legally responsible.
3. Any reference to The Salvation Army in this document shall include The Salvation Army Canada and Bermuda Territory, The Governing Council of The Salvation Army in Canada, and all associated charities, divisions and unincorporated associations, as well as all officers, employees and volunteers of any of them.

I fully understand and agree to the terms set out in this document and I am signing it voluntarily.

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date



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Workplace Harassment, Discrimination and Violence Prevention Policy

Policy Statement

The Salvation Army Canada and Bermuda Territory is committed to providing a work environment that is free from harassment, discrimination and violence where all Salvation Army workers are treated with dignity and respect. All Salvation Army workers including officers, employees, volunteers and other individuals affiliated with The Salvation Army are expected to uphold this policy by maintaining a respectful work environment in which all work together to prevent harassment, discrimination and violence.

In accordance with applicable legislation and regulations, the Workplace Harassment, Discrimination and Violence Policy will be reviewed annually, revised appropriately and posted at all Salvation Army workplaces. The Health and Safety Committee at Territorial Headquarters will participate in the review of this document.

1.0 PURPOSE STATEMENT

The purpose of this policy is to:

- 1.1 Establish and maintain a workplace that is free from harassment and violence.
- 1.2 Outline types of workplace behaviour which are considered to be harassing and/or violent.
- 1.3 Ensure that all workers are aware that harassment, discrimination and violence in the workplace are unacceptable and will not be condoned. Any worker, who is found to be in violation of this policy, may be subject to discipline.
- 1.4 Establish a structure for the receipt of complaints.
- 1.5 Provide a process for notification about allegations of violations to this policy.

3.0 GENERAL PROVISIONS APPLYING TO WORKPLACE HARASSMENT, DISCRIMINATION AND VIOLENCE



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3.1 The Salvation Army will take appropriate action to deal with all concerns, complaints, or incidents of workplace harassment, sexual harassment, discrimination, violence and domestic violence in a fair and timely manner while respecting workers' privacy as much as possible.

3.2 The Salvation Army reserves the right to discipline any worker, regardless of position or title, who is found to be in violation of this policy. False accusations may also result in disciplinary action.

3.3 Any person who retaliates or engages in reprisal against a worker for filing a complaint or claiming a right under this policy commits a serious violation of this policy and will be subject to discipline.

3.4 Management actions conducted in a respectful non-vexatious manner; including measures to correct performance deficiencies or to impose discipline for workplace infractions, do not constitute workplace or psychological harassment.

3.5 It is also recognized that in the course of employment/service some physical contact may be required (e.g, when supporting elderly persons or persons with disabilities). It is expected that workers will treat one another and those they serve with the utmost respect, upholding the personal dignity of all.

3.6 The Salvation Army reserves the right to conduct its own investigations, provided that the investigation does not interfere or compromise an external authority's investigation.

3.7 The Salvation Army will take all reasonable steps to reduce the risk of harassment, discrimination and violence by clients towards workers. In some instances, The Salvation Army may only have limited legal authority to terminate its client relationship or to impose restrictions on such clients for harassing or violent behaviour. Workers should report all workplace harassment, discrimination or violence from clients to their supervisor.

3.8 In the event of any conflict between this policy and applicable legislation, the applicable legislation will prevail.

3.9 Each Salvation Army workplace will assess the risk of workplace violence in that location and develop, implement and post a specific workplace violence prevention program, which complies with this policy and applicable legislative requirements.



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Volunteer Work Agreement

A Volunteer is anyone who, without basic work monetary compensation, performs a task / position at the direction of and on behalf of The Salvation Army. In accepting the task / position as a volunteer for The Salvation Army I understand and agree to the following:

- I will maintain strict confidentiality of information regarding clients, staff, residents, other volunteers and the organization. I understand that this is mandatory, and that failure to do so may result in dismissal. '
- I will participate in training sessions when provided to help me in my volunteer work.
- I will provide my time and service without remuneration or the expectation of employment.
- I will refrain from smoking on Salvation Army premises or while officially representing The Salvation Army.
- I accept that volunteers may be discharged for just cause (i.e. gross misconduct or insubordination; being under the influence of alcohol or drugs while performing volunteer assignments; theft of property, equipment or materials; illegal, violent or unsafe acts; abuse or mistreatment of clients or co-workers).
- I accept that while volunteering, I will not be covered by Worker's Compensation. I will, however, be covered by The Salvation Army Insurance Policy. Please note that it must be proven that The Salvation Army has been negligent and at fault in order to receive insurance coverage.
- I agree that because I am placed with and representing a Christian organization, I will uphold The Salvation Army's mission, values, and code of conduct.
- I will wear modest and appropriate clothing for the performance of my duty and position.
- I will IMMEDIATELY report all injuries, accidents or other incidents to my supervisor.
- I will inform my supervisor when I begin and end my shift. I understand that it is necessary for The Salvation Army to keep a record of my hours for statistical purposes, recognition, safety and a record of services.
- I understand that I am responsible for all personal belongings I bring to the site, unless I have been specifically requested to bring the item in question.



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- I will take part in a performance appraisal.
- I will inform my supervisor if I am not able to meet my commitment. I understand that others depend on me.
- I realize that transportation of Salvation Army service recipients in volunteer-owned vehicles is permissible only with prior approval of the program supervisor, and that volunteers must have a current, valid driver's license and show proof of liability coverage of the vehicle to be used. I understand that any driving should be within my assignment and should be outlined in my written position description. I understand that I should contact my insurance company to advise me of my volunteer driving requirements and to increase my personal liability to the maximum amount of two million dollars coverage. I understand my responsibility to inform The Salvation Army of any changes to my driver's license or insurance coverage.
- I agree and understand that as a volunteer, I have no right or authority to represent The Salvation Army as an official spokesperson, or to make any contract or binding promise of any nature on behalf of the agency.
- I agree to the above while performing my duties as a volunteer with The Salvation Army



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Volunteer Work Agreement

In accepting the task / position as a volunteer for The Salvation Army I fully understand and agree to the terms set out in the Volunteer Work Agreement and I am signing it voluntarily:

Volunteer's Signature

Date

Volunteer Coordinator's Signature

Date

Parent or Guardian *(if volunteer under 18 years of age)*

Date



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Photograph, Video and Audio Footage Release

I, _____, hereby authorize/do not authorize (*Please circle one*) The Governing Council of the Salvation Army in Canada and Bermuda Territory inclusive of all associated and related ministries (collectively referred to throughout the remainder of this document as the “The Salvation Army”) to use photographs, video and audio footage for which I am included.

I give permission for all photographs, video and audio footage to be used by The Salvation Army for any and all marketing, public relations and promotional purposes, which they may, in their sole and absolute discretion, deem appropriate.

Volunteer’s Signature

Date

Parent or Guardian (*if volunteer under 18 years of age*)

Date