

YW Connect Volunteer Information Manual

YW Connect Introduction and Background

YW Connect is the new YWCA Regina Volunteer Program. The YWCA Regina has a myriad of ways to engage citizens in volunteering, and we are excited to accommodate your schedule, ability, and areas of interest. Our programs offer members of our community opportunities to learn and grow safely while providing hope for a brighter tomorrow. An investment in YWCA Regina's programming is an investment in the future.

YW Connect is based on three core values:

1. I BELONG.
2. I CONTRIBUTE.
3. I SUPPORT POSITIVE AND NECESSARY CHANGE.

We hope these values can resonate with you and drive your passion for volunteerism.

YWCA Regina Mission

YWCA supports Regina's most vulnerable women and youth using a holistic and trauma-informed approach to reduce poverty and foster empowerment and independence. We provide childcare, shelter and housing, community programs, and outreach. In a process of continual learning and advocacy, we will meet people where they are at so they can take the lead in moving forward with their lives, particularly toward healing. In addition to the individual, the YWCA works to change systems and institutions to better serve marginalized and vulnerable people. YWCA Regina is committed to providing services that are accessible, inclusive, and safe. We maintain concerted efforts to de-colonize our services and implement the Truth and Reconciliation Commission's Calls to Action in our governance, policies, and procedures.

Volunteer Conduct/Behaviour and Values Alignment

The YWCA Regina will offer a safe, secure, and respectful environment to the women, children and families who utilize its services, and to its employees and volunteers. Volunteer values and ethics are expected to be upheld in their day-to-day work and behavior.

In all interactions with clients, volunteers are to be approachable, respectful, friendly, and helpful. It is crucial that volunteers establish clear boundaries with YW clients, based on an accurate understanding of their role at YWCA. While that role will often involve forming close and caring relationships with clients, acting as a professional in the relationship must take precedence over being a friend, caregiver, landlord, or any other personal relationship.

The YWCA Regina serves a diverse population who often have had challenging life experiences and have different values and experiences from our own. Volunteers should portray an open and non-judgmental attitude toward clients. This includes nonverbal communication as well. We urge volunteers to recognize

their unconscious biases and remember that body language, tone and volume can also convey negative communication.

Contributing to an Inclusive Environment

YWCA Regina serves a disproportionate number of Indigenous people, principally women and girls. Volunteers should be aware of the anti-colonial and anti-racist practices outlined in the Better Impact Framework training so they can understand challenges faced by many of the Indigenous people we serve are socially constructed barriers, excluding Indigenous people and communities from fully participating in Canadian society in their own ways and on their own terms. YWCA Regina is committed to creating safe, inclusive, and accessible services and spaces for Gender and Sexually Diverse (GSD) Persons. Therefore, volunteers must maintain the YWCA as a safe and supportive organization for GSD Staff and Residents.

Respect for YWCA Property

Donated Goods

Donors give to the YWCA Regina to support the women and families we serve and the programs we offer. In all situations, YWCA clients will have a fair and equal opportunity to access the donated items. Only once all opportunities to pass on donations to clients have been explored, staff and volunteers may request donated items. The interested staff member or volunteer must assign a monetary value to the item they are selecting and pay for the item. This ensures that the integrity of the donation is maintained.

Criminal Record Check, Charges and Convictions

Volunteer Criminal Record Check (CRC)

Volunteers will be provided with a CRC Fee Waiver in their application process that reduces the cost to \$10. They must upload a PDF of their CRC on their online profile. Once this is approved by administration, the volunteer can sign up for volunteer opportunities. The CRC must be updated every three years. Volunteers will be prompted to repeat this process 6 months prior to their 3-year deadline.

The results of the CRC help to determine whether an individual is suitable to work in positions where they will be in close contact with vulnerable people. YWCA staff will maintain confidentiality with respect to the criminal record information provided and will only use this information for the purpose of assessing the applicant's suitability to provide services. If the criminal record check reveals a conviction for a sexual offense against another person, the applicant will be permanently disqualified from service. Applicants convicted of other offenses may be disqualified at the discretion of the YWCA administration.

Subsequent Charges and Convictions

A volunteer charged with an offense after assuming a role at the YWCA shall immediately report such a charge to their direct supervisor or the YW Connect administration.

Training for New Volunteers

A general onboarding will be completed on the Better Impact software. Program specific orientation is the responsibility of the appropriate department. Orientation checks include:

- Outline of job description and job responsibilities
- Tour of location where the volunteer will work

- Introduction to department staff and reporting structure
- Reference to website for general YWCA information and policy manual
- Protocol for emergencies

Volunteer Feedback

YWCA Regina asks that volunteers complete a feedback survey twice a year. Each survey will be 5-7 minutes and the link will be mailed to the volunteer directly. We aim to guide you through a smooth and fulfilling volunteer journey. All feedback is considered and kept confidential.

If there is time sensitive feedback, please do not wait for the survey. We ask that you speak directly with your department supervisor or YW Connect Administration (volunteers@ywcaregina.com).

Health and Safety

Health and Safety Principles

Health and safety remain a priority in all YW locations. In cooperation with volunteers, the YWCA Regina strives to create and maintain a safe workplace to prevent and/or minimize work-related injuries and illnesses. Consistent and continuous efforts by all volunteers shall be directed to preventing workplace accidents and maintaining the workplace and equipment in a safe condition.

Each volunteer is responsible for working safely in compliance with accepted safe work practices, procedures and legislated health and safety standards.

Personal Belongings

YWCA Regina is not responsible for lost or stolen personal items. Please do not bring anything of extreme value with you to your volunteer shift. We will provide a space to leave your bags and basic materials. We also recommend always keeping phones etc. with you.