

JohnHoward
SOCIETY OF WATERLOO-WELLINGTON

An affiliate of the John Howard Society of Ontario

Volunteer Handbook



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Welcome

We are pleased that you are considering, or that you have decided to join the John Howard Society of Waterloo-Wellington (JHSWW) team.

The purpose of this handbook is to provide an overview of the Agency's main goals and objectives, as well as introduce you to the various programs that are offered by the organization. This handbook also presents and articulates some of the key organizational policies and practices in place that ensure our services are implemented efficiently and effectively .

JHSWW's mandate is to address the root causes of crime and support the development of healthier and safer communities in Waterloo Region and Wellington County. The Agency continuously dedicates itself to researching and evaluating service gaps and needs within the greater community. In doing so, we are better able to provide empowering public education and developmental programs that promote citizen and community engagement in preventing and addressing the causes of crime. Our goal is to have our volunteers partner with our professional staff, in order to enrich and extend the services we offer to the community.

The John Howard Society of Waterloo-Wellington supports and promotes the use of volunteers' time and skills in the enhancement and expansion of our services, public relations and fundraising efforts. Without the dedication our many committed volunteers, our programs simply could not be effectively integrated into the community. Volunteers who are compassionate, client-focused and supportive are regarded as valuable members of the JHSWW team. Volunteers like this are found in all areas of the Agency, giving their time and effort in order to improve the lives of those within our communities and further playing a role in making our communities safer and healthier.

As you join us in our efforts of making a positive impact in the community, we hope that you find this experience to be one that challenges you to learn new things, but one that also provides you with a sense of purpose and fulfillment in your life!

Volunteers Make a Difference

Rick is a volunteer with the Youth Justice Program's **Enhanced Extrajudicial Sanctions (EJS)** program at the JHSWW's Cambridge location. The program supports young people between ages 12 to 17 who have had a non-serious conflict with the criminal justice system. Rick started with the JHSWW in 2012 after retiring from his 34 year career as a teacher and program coordinator at Conestoga College. After he retired, he wanted to get more involved with restorative justice programs and give back to the community. That's when Rick decided that the EJS program with the JHSWW would be a perfect fit.

As part of the EJS program, referrals are from the courts, post-charge and involve the individual meeting with a panel of community volunteers (Youth Justice Committee) to develop a contract that includes tasks such as letters, apologies, attending prevention programs or performing volunteer work. Rick 's role as an EJS volunteer over the last two and a half years has involved assisting in the process of interviewing young individuals about their particular offences, the reasons or causes behind the offence, and also collaborating with the individual to repair harm .

Rick: *“Volunteering with the EJS program is gratifying because this program tailors sanctions to the unique young person who has their own set of challenges and circumstances, and I get to see them learn from their mistakes and positively respond to involvement in the restorative process.”*

Rick: *“My time with the John Howard Society has been a very rewarding experience because not only do I enjoy the work I do, but I am able to contribute something positive to the clients I work with and to the greater community. I have really enjoyed interacting with the all the other amazing volunteers and JHS staff and I have been very impressed with everyone in their effort to create a positive experience for the client.”*

Volunteering at The JHSWW

CONTRIBUTE TO THE AGENCY AND TO SOCIETY AS A WHOLE :

- ✓ Helping to create healthy members of society
- ✓ Playing a vital role in creating a sustainable community with minimal crime and victimization
- ✓ Improving lives of individuals struggling within the community

VOLUNTEERING WITH THE AGENCY CAN ALSO BENEFIT YOU :

- ✓ Opportunity to discover new skills, talents and interests
- ✓ Learn about what community justice/social service agencies do and become more familiar with various community resources
- ✓ Critical thinking, problem solving and teamwork development
- ✓ Networks to future opportunities and professional references
- ✓ Add meaning and purpose to your life

VOLUNTEERS ARE FOUND IN MANY AREAS OF THE AGENCY...

Employment Counselling

Volunteers can support Employment Counsellors with building client resumes, case documentation and other administrative or clerical duties..

Attendance Centre

Volunteers assist with the supervision of young offenders in organized activities that focus on developing skills that reinforce positive values and promote responsible behaviour, while also acting as a positive role model.

**VOLUNTEERS
AT
WORK**

Fundraising & Events

Volunteers may provide assistance to the Special Events Coordinator in developing, planning and organizing events and fundraisers. Volunteers connect community members regarding fundraising and increase public awareness of the organization's programs.

Youth Justice Committee Program

Volunteers can assist by meeting with the young person and those affected (if applicable) to develop the case and prepare everyone for the process or they can also be a designated member on the Committee.

- *Note: A separate detailed, hard-copy and electronic training manual will be provided upon placement in this program*

Expectations of the Volunteer

As a volunteer with the John Howard Society of Waterloo-Wellington, you are responsible for properly representing the Agency within the community. JHSWW prides itself on being an organization that strives to adapt to and anticipate changing client and community service needs and circumstances. Therefore, we are all primarily accountable to our communities and clients.

The volunteer has a responsibility to:

Respect the rights of others no matter what race, sex, religion, or age

Think, speak and act in ways that promote the well-being of others

Value each person's uniqueness, worth and dignity

Consult with program coordinator/supervisor when you think information received may lead to someone's harm



Work at your own personal growth and take care of yourselves. Only if a volunteer cares for themselves, can they care for others

Know your abilities and know when a client needs other sources of help

Listen with understanding and without judgment

What to Expect From JHSWW

Orientation

Prior to placement in any volunteer position the volunteer applicant shall take part in an orientation process with the Volunteer Coordinator that shall include the following:

- ✓ A review of history of the Society, the JHSWW and the Mission Statement of the Society
- ✓ A tour of the facility that includes emergency exit points, first aid stations and Health & Safety Boards
- ✓ An overview of the services generally offered by the Society and JHSWW in particular
- ✓ A review of the Agency Policy Manual and the completion of an Oath of Confidentiality
- ✓ Review of the job description for the volunteer job that they are going to fill
- ✓ Overview of the relevant work unit procedures for the programs that the volunteer will be working as part of

Training

Once assigned to a specific volunteer job and program, volunteers should have opportunities for skill enhancement. These usually take three general forms:

- ✓ Formal training based on adult education principles of defined training objectives, specific materials, organized training event(s), and training evaluation
- ✓ In-service training under the supervision of staff and experienced volunteers
- ✓ Group or individual debriefings/case study reviews with an experienced staff member

Recognition for Commitment

Volunteers can be recognized for their time, commitment, and achievements with:

- ✓ Nomination and/or receipt of the JHSWW Service Excellence Award
- ✓ A volunteer recognition at the Annual General Meeting
- ✓ Being a part of National Volunteer Week
- ✓ Letters of appreciation and reference
- ✓ Nomination and/or receipt of Volunteer awards offered through local volunteer centers
- ✓ Nomination and/or receipt of government awards for volunteering

Supervision & Evaluation

- ✓ Volunteers will report to a Staff Volunteer Supervisor for supervision, ongoing training and consultation and the Volunteer Coordinator will create and maintain a system for tracking hours of volunteer service
- ✓ At approximately the six month mark, the Volunteer Coordinator and Volunteer Supervisor will conduct a performance evaluation and provide performance feedback

The John Howard Society of Waterloo-Wellington Mission, Vision & Values

MISSION STATEMENT

Effective, just and humane responses to crime and its causes

VISION

Healthy individuals and vibrant communities with minimal crime and the capacity to readily and positively address crime when it exists

CORE VALUES

- ❖ *Safe and peaceful society and respect for the law*
- ❖ *Dignity, equity, fairness and compassion when involved with the criminal justice system*
- ❖ *All people have the potential to be responsible citizens*
- ❖ *All people have the right and responsibility to be informed about and involved in the criminal justice process*
- ❖ *Justice is best served through measures that resolve conflicts, repair harm and restore peaceful relations*
- ❖ *Independent, autonomous, non-government organizations have a vital role in the criminal justice process*

Agency Operations

The John Howard Society of Waterloo-Wellington is a provincially incorporated and registered charitable organization. The Agency is governed by a volunteer Board of Directors who hold an Annual General Meeting every June each year. The Board is responsible for providing the strategic direction for the organization, while upholding organization By-Laws, policies and procedures and empowering the Executive Director to fulfill organizational objectives.

The JHSWW is comprised of a compliment of front line staff, Program Managers and adjunct professionals. The JHSWW is a learning organization that encourages and supports professional development. Further, the JHSWW provides high school co-op learning opportunities as well as college and university placements particularly for individuals in social work and criminal justice-related programs.

More than 85 % of the agency's revenue comes from government contracts to provide specific services. These funds often do not cover the full operating costs of delivering those programs. Additional funds come from local United Ways, fee for service programming, and fundraising initiatives. The agency files a T3010 Charity Return annually and information about the agency's finances is publicly available on the CRA's website as well as on the agency's website.

JHSWW became accredited with Imagine Canada in November 2013. Imagine Canada is a non-profit organization focused on supporting and strengthening the charitable sector. Accreditation required the agency to meet 73 standards across five domains: Board Governance, Financial Accountability, Fundraising, Staff Management and Volunteer Involvement.



JHSWW Strategic Plan: <http://www.johnhoward.on.ca/waterloo/us/strategic-plan>

Privacy & Confidentiality

The John Howard Society is committed to protecting the privacy of the personal information of its employees, volunteers, donors and other stakeholders. We value the trust of those we deal with and recognize that maintaining this trust requires that we be transparent and accountable in how we treat information shared with us. At the JHSWW, we intend to provide an atmosphere where individuals engaged in service with the agency can discuss personal matters without fear of that information being passed on to others.

Privacy Policy Statement

Personal information gathered by the JHSWW is kept in confidence. Personal information is any information that can be used to distinguish, identify or contact a specific individual, including personal characteristics (e.g. gender, age, ethnic background), health history, or views. JHSWW personnel are authorized to access personal information based only on their need to deal with the information for the reason(s) for which it was obtained.

Practicing Privacy

Anyone from whom the JHSWW collects information should expect it will be accurate and up-to-date and that it will be used only for the purposes for which it was collected and within the agreed to time frame. Any other dealing with this information is subject to consent of the person to whom it pertains. Appropriate safeguards have been set in place to protect personal information from theft and loss, unauthorized access, disclosure, copying or use.

***All John Society of Waterloo-Wellington volunteers must review the Agency 's Policy & Procedures Manual and sign an Oath of Confidentiality Agreement.**

Disclosure of Confidential Information About Volunteers	All information about a person participating in agency programming is kept confidential except when:
<ul style="list-style-type: none">• Volunteers with criminal histories must expect that in some instances it may be necessary to divulge details of their background to individuals or community groups with whom they will be working as part of their volunteer assignments.• Volunteer applicants with relevant criminal records must be prepared to sign an information release form granting the Society permission to provide details of past criminal history and current status, before they are assigned as a volunteer.	<ul style="list-style-type: none">• A danger to the community or the individual exists.• Failure to disclose the information will cause greater harm than the disclosure of the information.• There is a legal responsibility to disclose information.• The client has given permission to disclose information.• A public refutation of statements made by, or on behalf of, a client is required to protect the reputation of the Agency.

John Howard Society of Waterloo-Wellington Programs

School-Based Programs

Social Competency Programs

The key component of these school-based programs is empowering children to prevent and address situations of conflict and bullying. These 40-minute school based workshops focus on enabling young people to make pro-social choices in potentially difficult situations.

Offered in Kitchener, Cambridge & Guelph



➤ One By One: We Get Along

This is a 5-week bullying prevention program that teaches younger children, JK to Grade 3, to deal effectively with bullying and conflict and to develop social skills to increase resilience.

➤ The Power Within

This program is offered to grades 4 to 6 and consists of five, 40 minute workshops where students learn to identify bullying when it occurs and when to intervene and/or obtain appropriate assistance to prevent it from escalating. Topics include bullying, conflict resolution, building empathy and peer pressure. Specific resources such as books and posters are created by JHSWW staff and are available upon request. For more information on these resources, visit our website.



Communicating Our Perspectives and Emotions Successfully (C.O.P.E.S)

C.O.P.E.S. Program (Communicating Our Perspectives and Emotions Successfully) is a school-based program for intermediate and secondary level students who are referred by school personnel. The program is highly interactive with many opportunities for meaningful and directed discussion. The COPES curriculum uses real-life scenarios to assist youth in strengthening their assets and increasing their resiliency. The program is delivered in small group format over the course of multiple sessions. Content includes but is not limited to topics such as pro-social communication styles, perspective taking, understanding others, effectively working as part of a group, and emotions regulation. Incorporating social emotional learning concepts, participants continue to build their skills of self-awareness, self-management, social awareness, positive relationships, problem solving and conflict resolution.

Offered in Kitchener, Cambridge & Guelph

Youth Programs



Extrajudicial Sanctions & Measures (EJS/EJM)

These programs provide youth who have committed minor offences to take responsibility for their actions and make amends to their victims and community. Young people are referred pre-charge by police to the program in situations in which police have grounds to lay a charge, but have not done so. The program involves completing one or more workshops that focus on property crimes; anger management; drug and alcohol education; or healthy/respectful relationships, including appropriate use of social media. Extrajudicial Sanctions referrals are from the courts, post-charge and involve meeting with a panel of community volunteers (Youth Justice Committee) to develop a contract that includes tasks such as restitution, letters, face-to-face apologies, essays, attending crime specific programs and performing volunteer work. The Committee monitors progress. Upon successful completion, the courts withdraw or dismiss the charge, relieving the youth of the burden of a criminal record. EJMs and EJSs are forms of restorative justice that provide a young person with a greater understanding of the impact of their actions on themselves and others.

Offered in Cambridge, Guelph, Kitchener

Attendance Centre

This program is intended for youth. The program focuses on the development of cognitive skills that reinforce positive values and promote responsible behaviour. Youth develop stronger problem solving skills and learn to apply critical reasoning and consequential thinking in their everyday lives. A variety of sessions are available for youth to attend. These may include Smart Choices, Substance Abuse, Employment Readiness, Surviving School (Study Skills), Understanding Anger and Life Management Skills. Youth may be referred directly from the courts or from a probation officer.

Offered in Cambridge, Guelph, Kitchener

Youth In Transition

This program aims to support youth in their successful transition out of the child welfare system into adulthood. Youth receive support to develop and pursue their goals, including accessing local resources related to their specific needs (e.g., employment, housing, legal), as well as receive life skills (e.g. financial management, household management) and coaching in these areas.

Offered throughout Waterloo region

Adult Programs



Direct Accountability Program

This program provides adults (18 years and older) who have been charged with a minor criminal offence, an alternative to the normal court process while still being held accountable for their charges. The Crown Attorney must approve all program referrals. All participants are required to complete appropriate sanctions, which might include a letter of apology, completion of a relevant program, a charitable donation, volunteer work or some other agreed upon sanctions. Other sanctions may include referral to educational workshops relating to Anger Management, Substance Abuse, Problem Solving and Stop Shoptheft.

Offered in Kitchener, Cambridge & Guelph

Adult Diversion Program

This program provides adults (18 years and older) who have been charged with a minor federal criminal offence, as an alternative to the normal court process while still being held accountable for their charges. Referrals may also be received directly from the Police (pre-charge). If post charge, the Crown Attorney must approve all program referrals. All participants are required to complete appropriate sanctions, which might include a letter of apology, completion of a relevant program, volunteer work or some other agreed upon sanction.

Offered in Kitchener

Records Suspensions

Having a criminal record can be a barrier for individuals in terms of finding employment, entering educational programs, travel, acquiring citizenship and volunteering. Through the Record Suspension process a person can seal their criminal record. This process can be complex and involves several steps. Our program assists clients with determining their eligibility and guiding them through the application process.

Offered in Kitchener, Cambridge & Guelph

Community Service Order Program

This is a court ordered program in which selected offenders are required to complete a designated number of hours of volunteer work for non-profit, community based organizations. Participation in a volunteer role allows offenders to make amends and contribute to the community in a positive and meaningful way.

Offered in Kitchener & Cambridge

Community Aftercare

Many offenders are unable to live successfully in the community because of their inability to recognize problem areas in their lives or find legitimate ways of meeting their needs. Community Aftercare is a supportive counselling service that focuses on helping offenders to assess their needs, to access community resources and to develop a realistic plan of action to attain their goals. The goal of the program is to assess and reduce risk of criminality, both immediate and long term, by addressing the criminogenic risk factors.

Offered in Kitchener, Cambridge & Guelph

Adult Programs



Domestic Violence Partner Assault Response (PAR) Program

This program is a specialized educational/counselling program for men or women who have been abusive or controlling towards an intimate partner. Participants are court ordered to attend. The PAR Program also provides victim services and support to the victims and or current partners of those who have been charged with domestic violence related offense. In Ontario, Partner Assault Response Programs are part of the Domestic Violence Court Program. This initiative provides a coordinated criminal justice system response to domestic violence.

Offered in Kitchener

Partners For Healthy Relationships

This is a multi-couple treatment group for couples who have experienced domestic abuse or violence. Couples attend two and a half hours per week for twelve weeks to develop strategies for conflict management. Prior to attending this group, one partner must have completed a Partner Assault Response Program or Caring Dads. Women must have completed either a counselling support group or a Partner Assault Response Program. The program is offered in partnership with Family and Children's Services of Waterloo Region and there is no fee for clients to attend the program.

Offered in Kitchener

The Men's Awareness and Relationship Group

The MARS Group is a counselling group for men who have completed the Partner Assault Response (PAR) Program or the Caring Dads Program. It is intended for those men who desire ongoing relationship support or interpersonal guidance after completing PAR or Caring Dads. This is an open group and drop-ins are welcome.

Caring Dads

This program is an educational/counselling program to help fathers improve their relationships with their children and children's mother. This program assists fathers to understand how different fathering strategies and choices affect their children. It also provides fathers with strategies to strengthen the father-child relationship. Fathers develop skills to cope in healthy ways with frustrating situations. Participants are required to attend a screening interview to determine eligibility. The program is offered collaboratively with Family and Children Services of Waterloo Region

Offered in Kitchener & Cambridge

Back On Track

This is a mandatory remedial program for individuals convicted of a drinking and driving offence. Under Ontario Ministry of Transport legislation, all convicted impaired drivers are required to successfully complete this program before their driver's license can be reinstated. The program is designed to help participants make lasting changes in both their behaviour and in their attitudes towards drinking and driving.

Offered in Kitchener & Guelph

Employment Programs



A Service of the John Howard Society of Waterloo-Wellington

Employment Ontario Employment Services

Through Cambridge Career Connections, the John Howard Society operates an Employment Ontario Employment Services site for Cambridge and North Dumfries. A range of resources and assistance to community members is offered. Services include a fully equipped resource centre available for employment and housing related needs. In addition clients may register with an employment counselor for direct assistance with resumes, cover letters, career counselling, job interviews and job search skills. Workshops are offered monthly and job fairs are scheduled regularly according to employer's needs. Members of the community are able to learn more about accessing programs such as Second Career, Ontario Self Employment Benefit and the Canada Ontario Job Grant.

Offered in Cambridge

Summer Job Service

Summer Job Service is a program that helps students gain work experience through summer employment. All of the services of the Employment Resource Room are available to students, including free high speed internet use, access to the Job Boards (on-site and on-line), consultation with Summer Employment staff and more. The program also involves a wage subsidy for local employers who hire students in the program.

Offered in Cambridge

**VISIT OUR WEBSITE FOR UPDATES
ON OUR PROGRAMS & SERVICES:**
<http://www.cambridgecareerconnections.com/Public/Home.aspx>

John Howard The Man

John Howard was an 18th century Englishman who dedicated much of his life to improving prison conditions. He experienced prison first hand in January 1756. He was captured by French privateers while sailing to Portugal during the Seven Years War.



Along with the other passengers, John Howard was kept below deck with no food or water for 48 hours. The prisoners were taken to Brest, France where they were thrown into a communal dungeon. In March of 1756, he was exchanged for a French officer and allowed to return to England.

Upon his return home, John Howard went to the 'Commissioner of Sick and Wounded Seamen.' He succeeded in getting action on behalf of English seamen. He later stated that if it wasn't for the suffering he endured as a prisoner of war, he would have never spent the rest of his life trying to improve the miserable fate of prisoners in British and European jails.

In 1773, John Howard was appointed Sheriff of Bedfordshire. He quickly discovered that when a prisoner was found to be innocent, he was still taken back to prison until he paid a fee to the jail warden. This was the only source of income for the gaoler. John's first fight for reform was to have the gaolers paid a regular salary, thereby ensuring the innocent were not detained for lack of funds. In 1774, two Bills were passed. The first Bill immediately set free all prisoners being detained for non-payment of fees and it authorized the payment of salaries to the gaolers. The second Bill dealt with health in prisons.

John Howard continued to investigate other jails in his county and throughout Britain and Wales. He took note of everything he saw; the stench, the filth, the starvation and disease throughout the jails. Prisoners often lay on wet earthen floors in tiny cells without any sort of sewage system. They inhabited the cells along with rats and putrefying corpses. More prisoners died from disease under these dreadful conditions than those who were executed for their crimes. He hoped that once this information was brought before the general public, the conditions would significantly change. In addition, John Howard also made several trips throughout Europe to find information about prison conditions in other countries. Some countries emphasized productive work in their prisons. This impressed him.

In 1777, John Howard documented all he had found in his famous report, "*On the State of Prisons in England and Wales.*" After reading the gruesome facts presented in the report, the British parliament legislated against the more obvious difficulties of the prison system. Public opinion slowly changed due to John Howard's constant observations and documentation. However, any significant reform was still many years away.

John Howard the Man

John Howard died in the Ukraine at the age of 64. He became ill while tending a prisoner with typhus. He is buried at Cherson on the Black Sea in Russia. At his behest, the sundial over his grave bears the inscription, "Whosoever thou art, thou standest at the grave of thy friend."

After his death, the man and his work was honoured with a statue in St. Paul's Cathedral in London, England. Over 200 years after his death, his work is very much alive through the John Howard Societies.

The John Howard Society of Canada

The Canadian history of the John Howard Society began in 1867 with a group of church workers seeking to bring spiritual help to prisoners in the Toronto jail. Following the war, they realized that more than spiritual help was needed by these prisoners. Later renamed "The Citizens Service Association", an organization of volunteers set itself the task of providing practical help to ex-prisoners with housing, clothing and employment. In 1931, a similar group in British Columbia was formed under the name of the John Howard Society, established to carry Howard's mission in aiding prisoners and ex-convicts in rehabilitation and re-integration following their sentence.

Today, The John Howard Society fills an important role in public education, community service and in pressing for reform in the criminal justice area. The Society is now a network of over 65 offices across all provinces in Canada, 17 of which are located in Ontario. Together, this network provides various kinds of preventative and early intervention services, but also includes many rehabilitative services. The John Howard Society takes a holistic and broad approach to crime prevention that assumes myriad factors contribute to crime including social and community factors such as low income, poor housing and unemployment. Therefore, all services are premised on the belief that early intervention and diverse prevention services target these areas that can help build healthy citizens, neighborhood's and communities.

While aftercare to those just released from prison continues to be a core service, the activities of local Societies have expanded over the years. The services now include working with community stakeholders including schools, probation officers, police, courts and with those in federal and provincial correctional facilities. Although core services often vary with each Affiliate, they often work closely with people in community correctional programmes, with young offenders in custody and in the community and with people defined as being "at risk" of involvement in criminal activity.

John Howard Society National Network

The John Howard Society is a network of 65 offices across Canada that deliver best-practice services to pro-socially integrate persons at the end of their sentence and prevent people from coming into conflict with the law in the first place.

JHS Canada

www.johnhoward.ca

JHS Canada is the national policy voice for the provincial and their local offices across Canada.

- Liaise with the federal government to promote healthy public policy and positive criminal justice system changes
- Promote public education and awareness

JHS Ontario

www.johnhoward.on.ca

- JHS Ontario works with affiliates in Ontario in conducting timely and relevant research as well as policy development and program evaluation
- JHS Ontario also designs various public education material
- Liaise with the provincial government and JHS Canada
- Develop and support JHS system capacity
- Support new affiliate development
- Pension and benefits administration for all provincial affiliates

19 Affiliates Across Ontario

Over 700 staff and 750 volunteers provide effective social supports for families, youth and adults that reliably reduce rates of crime and victimization across Ontario.

John Howard Society of Ontario Locations

- Belleville & District
- Durham Region
- Hamilton, Burlington & Area
- Kawartha Lakes & Haliburton
- Kingston & District
- London & District
- Niagara Region
- Ottawa
- Peel-Halton-Dufferin
- Peterborough
- Sarnia Lambton
- Sault Ste. Marie
- Simcoe & Muskoka
- Sudbury
- Thunder Bay
- Toronto
- Waterloo-Wellington
- Windsor Essex County
- York Region

Frequently Asked Questions

<p><i>What are other ways I can support the Agency?</i></p>	<ul style="list-style-type: none"> • Make a charitable donation by visiting: https://www.canadahelps.org/dn/8734 • Participate in various Agency events (eg. Annual golf tournament and speakers' bureau). • JHWSS is a member United Way Agency. Support the United Way campaigns of Kitchener-Waterloo, Cambridge and North Dumfries and Guelph-Wellington by volunteering or making a donation.
<p><i>How is the screening & recruitment process done for volunteers?</i></p>	<ul style="list-style-type: none"> • Complete an application form and submit with resume and cover letter and proof of credentials (degrees, diplomas) will be requested. • Provide three professional references who shall be contacted to confirm the person's likely suitability as a volunteer. • Obtain a criminal reference/vulnerable sector check and present it to the agency. • Be interviewed. Only candidates who achieve a minimum standard on the Volunteer Interview Questionnaire will be considered for placement.
<p><i>What is the Agency's policy around harassment & discrimination?</i></p>	<ul style="list-style-type: none"> • The JHSWW upholds the principles of the <i>Ontario Human Rights Code</i> and are dedicated to creating and maintaining a harassment-free work and service environment for all staff and volunteers. • The agency will not allow or condone harassment or discrimination, whether it is between staff, volunteers, placement students or a member of the public. • Any employee, volunteer or placement student can file a complaint without fear of reprisal from the agency. • Program Managers will take all complaints of harassment seriously, respond to all complaints in a sensitive, timely and thorough manner. • All parties (complainant, respondent, witnesses) involved in the resolution or investigation of a complaint, are expected to facilitate the process, cooperate, and maintain confidentiality.

Frequently Asked Questions

<p><i>What is the Agency's dress code policy?</i></p>	<ul style="list-style-type: none"> • Volunteer's dress, grooming and personal hygiene should be appropriate to their work situation, and at all times present a professional image to clients and the public. • "Business" or "business casual" is generally the standard • Personnel should avoid wearing suggestive attire/low cut tops, high hems, ripped or disheveled clothing, rubber flip flops, or other inappropriate clothing including symbols and wording that is rude or suggestive. • Shoes that are secure to the foot are considered appropriate foot ware.
<p><i>What is the Agency's process or procedure for resolving complaints or concerns?</i></p>	<ul style="list-style-type: none"> • Volunteers are encouraged to talk directly with the person to attempt to resolve the concerns. • If the concerns were not resolved, volunteers should speak with their Senior Coordinator and relevant Manager for assistance to resolve the concerns and/or identify concerns they have regarding the workplace and concerted efforts made to resolve the issue. • If the concerns were not resolved, the volunteer should submit a letter to the Executive Director within 15 days of becoming aware the concerns. The letter should contain specifics regarding the complaint and attempts at resolution. The Executive Director should respond within 10 working days upon receipt of the letter. • If the concerns were not resolved, the volunteer may submit a formal written complaint to the President of the Board of Directors within 5 days. Judgement and recommendation from the Board of Directors is final.
<p><i>What is the protocol for reporting a workplace incident or accident?</i></p>	<ul style="list-style-type: none"> • All personnel shall be informed of the Agency's policies and procedures pertaining to Serious Incidents – <i>JHSWW Serious Incident Binder</i>. • First, assess injured party and advise individual to go to nearest hospital emergency room or walk-in clinic if the injury is not serious. Otherwise, call 911 for assistance. • Agency personnel will immediately complete a JHSWW Incident Report and report the incident to a relevant manager within 24 hours of event.

Frequently Asked Questions

<p>What is the protocol for reporting a workplace incident or accident?</p>	<ul style="list-style-type: none"> • Incidents Include: property damage, theft, serious disruptive client behaviour, (substance abuse, possession of weapon), the threat or mistreatment to or by a client, guest or agency personnel, physical violence, accident or injury. • Note: A copy of the Agency’s “Serious Incident” binder is posted on the Agency’s shared drive. An additional copy is at the reception area of each JHSWW location.
<p>How do I proceed if approached by the media at an event?</p>	<ul style="list-style-type: none"> • Volunteers must forward all requests for media contact to the Executive Director or designate. • Volunteers must contact the Executive Director or designate if approached by the media to make comments on the work that the agency does.
<p>What is the policy in regards to possible conflicts of interest?</p>	<ul style="list-style-type: none"> • At no time shall an agency volunteer knowingly participate in any decision that directly and preferentially benefits themselves or any individual with whom the volunteer has an immediate familial, intimate or financial relationship. • At no time shall a volunteer benefit directly or indirectly for revealing confidential information that has been shared by the participant, or use that information in any private undertaking in which the volunteer is involved. • Volunteers shall disclose potential conflicts of interest with their immediate supervisor, including the nature of the conflict of interest, potential risk to client or organization and who else may be involved). • If a participant offers a gift or service as a gesture of appreciation, a volunteer must use their judgment to determine if the gesture is a common expression of courtesy. If the item offered is deemed as such, (e.g. a card), it may be accepted. Where items exceed such a courtesy, (e.g., a restaurant gift certificate), volunteers must decline the item, explaining their inability to accept gifts in exchange for service.

Online Resources



Agency Websites

- ❑ **The John Howard Society of Canada:**
<http://www.johnhoward.ca/>
- ❑ **The John Howard Society of Ontario:**
<http://www.johnhoward.on.ca/>

Information for Volunteers

- ❑ **2012 Canadian Code for Volunteer Involvement:**
http://www.vmpc.ca/_Library/Docs/ccvi-long-eng-apr19-web-sm.pdf
- ❑ **Imagine Canada – Understanding Canadian Volunteers:**
http://www.imaginecanada.ca/sites/default/files/www/en/giving/reports/understanding_volunteers.pdf
- ❑ **Volunteer Canada:**
www.volunteer.ca

Laws & The Criminal Justice System

- ❑ **Canada's Justice System:**
<http://www.justice.gc.ca/eng/csj-sjc/just/>
- ❑ **Canadian Charter of Rights & Freedoms:**
<http://laws-lois.justice.gc.ca/eng/Const/page-15.html>
- ❑ **Ontario Human Rights Code:**
<http://www.ohrc.on.ca/en/ontario-human-rights-code>
- ❑ **Criminal Code of Canada:**
<http://laws-lois.justice.gc.ca/eng/acts/C-46/>
- ❑ **Restorative Justice :**
<http://www.csc-scc.gc.ca/restorative-justice/003005-0007-eng.shtml>
- ❑ **Youth Justice:**
<http://www.justice.gc.ca/eng/cj-jp/yj-jj/>