

BURNABY ASSOCIATION FOR COMMUNITY INCLUSION

VOLUNTEER HANDBOOK



Burnaby Association
for Community Inclusion

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Burnaby Association for Community Inclusion

Welcome to the Burnaby Association for Community Inclusion

Thank you for devoting your time to serving your community. As a volunteer, you will have great opportunities to develop new ideas, skills and friendships in an experience that is truly rewarding. Volunteers are an integral part of our organization as you will be working in partnership with others to achieve greater social inclusion.

This handbook provides information about our organization, serves as a reference to key policies and programs and includes an orientation check-list. Upon completion of this check-list you will be oriented to specific duties and scope of responsibility. If you have any questions, please consult with your assigned supervisor or contact Lisa Thomson at 604-292-1298. Once again, we welcome you to our team in serving our vibrant community. We look forward to working with you!

About BACI

The Burnaby Association for Community Inclusion (BACI) is a grassroots, non-profit organization that has spent over 60 years providing innovative services for children, youth and adults with disabilities and their families.

We currently serve over 800 individuals and their families in Metro Vancouver by providing various training, development, social/recreational, and employment opportunities. With our 4 integrated child care centres, we support over 150 children of all abilities and their families.

BACI continues to seek out opportunities to increase social awareness, and with integrity and conviction, effect change in the way individuals of all abilities are included in our society.

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BACI Vision

A society that includes all people

BACI Mission

BACI creates places where people of all ages:

- Connect with family and friends
- Achieve hopes and dreams
- Learn and grow
- Have choices respected
- Access quality supports and services
- Believe in and advocate for the rights and responsibilities of everyone

BACI Statement of Values and Principles (What we believe):

We believe: (See plain language in green)

- That citizenship must extend to all Canadians | We all have the same rights & responsibilities
- That each person should be respected as a unique individual | We should be respected for who we are
- That friends and family are of utmost importance in the lives of the people whom we support; | Our families and friends are important to us
- That all people have the right to belong in their community | We can go wherever we want and be welcomed
- That all people be valued for the gifts that they bring to their community | We all have a lot to offer
- That people with disabilities should be supported and encouraged to make decisions that affect their lives | We can make our own decisions. We can have a good life.
- In the importance of early intervention and early education for all children | We can help kids learn and grow from when they are young
- In the importance of honoring and promoting environmentally and socially responsible practices as we fulfill our mission and vision | It's important to do what's good for the people and the world around us
- In the importance of working in partnership with others (agencies, organizations, government bodies), to maximize the quality of life of the people we serve | Working with others is important to make lives better.

BACI also supports the Statement of Values and Principles of InclusionBC, and in particular we believe:

- That remembering and sharing our history will help guide and build our vision for the future | **It's important to learn from our past**
- That inclusive communities enrich the lives of all citizens | **Communities where we all belong are good for everyone**
- That services and supports must be delivered in a way that respects an individual's diverse history, culture, race, religion and sexual orientation | **Everyone is different and should be supported in different ways**
- That real work means real pay | **People should be fairly paid for the work they do**
- That all children have the right to be educated in regular classrooms with appropriate levels of support | **Kids have the right to get the help they need in regular classrooms.**

Accessibility

The Association must be accessible to all persons who use and interact, or who may potentially use and interact, with our services. Systems and resources are useless if people cannot find, access, or understand them. | **We make sure that people can find and use our services.**

Our Commitment:

We are committed to ensuring that our services are accessible to all who may require them, or who may need to interact with us. We conduct yearly assessments of all sites used by the Association. Access includes, but is not limited to, the following:

- *Physical environment.* The Still Creek Centre and all properties maintained or used by the Association will be accessible for those who need them to be.
- *Communication/Language.* The Association will endeavour to provide clear, accurate, and understandable information to those who require it. This includes providing information in plain language for those who request it and, where possible, to provide important information in the first language of those involved (i.e., through written translations or the use of interpreters).
- *Outreach.* The Association will seek to distribute information about its own services (and subsequently, information about the general availability of support services) to different cultural, ethnic, and social groups who may not be aware of these resources.

We welcome feedback from all stakeholders with respect to our ability to be visible and accessible to the communities with whom we interact, and within which we operate. We will endeavour to provide whatever is necessary to assist someone to meaningfully access our services.

Disability Confidence

Disability Confidence means that all parts of our organization are accessible to, and inclusive of, people with disabilities. We actively work to remove barriers so that people of all abilities can contribute as employees, partners, or as participants in our programs or services. In other words:

At BACI, we make sure that all people can participate — and are included — in everything we do. All of BACI's policies (rules) — like the ones for hiring people, what technology we use, or how to be healthy and safe at work — are written so that everyone's needs and rights are included. People of all abilities can go where they want and feel like they belong. For example, people are welcome to visit any of our programs or buildings, or take part in any of our events or working groups. We hire people with disabilities and support them to work in jobs that they like.

We understand that everyone is an important part of the BACI family — and the community.

Accountability

The Association provides most of its services through public funds, and to individuals who are amongst the most vulnerable in society. It is essential that we are accountable to the public, to the Ministry with whom our services are contracted, and to the individuals and families that expect us to be able to provide safe, meaningful, and quality services.

Since BACI gets money from the government (from tax-payers), we need to be open about what we do and how we use the money. We show that we use money to help people be safe, do what they want, and have good lives.

Our Commitment:

To this end, our Association is committed to being transparent in its practices and operations, and to being accountable to all stakeholders for all aspects of its activities (individuals, families and personal support systems, the Ministry, the public and local communities, Association members, external professionals, financial donors, and so on). The only limit to this transparency shall be with respect to our duty to protect the personal information and privacy of individuals and their families. | *We want to know what you think. We want you to be a part of what we what do.*

[Learn more!](#)

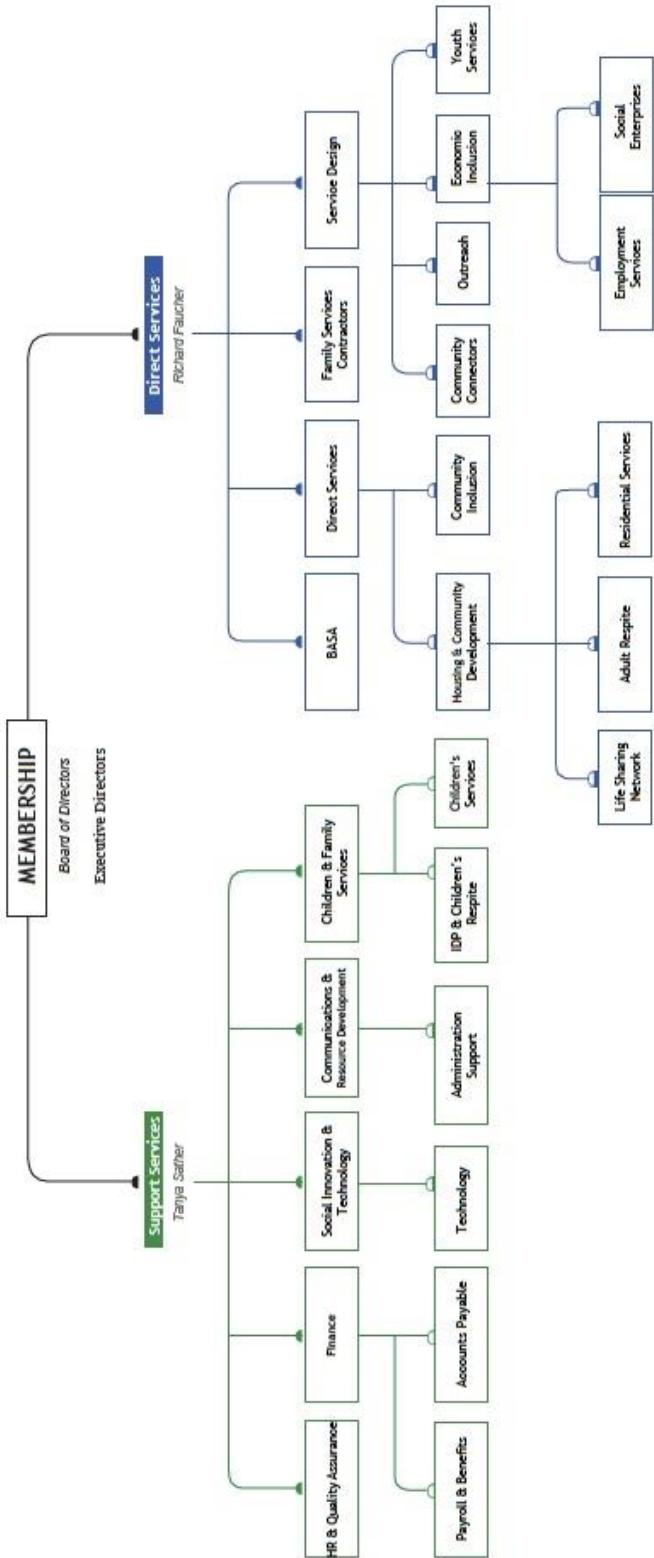
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BACI ORGANIZATIONAL CHART



Volunteering at BACI

Importance of Volunteering

A volunteer is someone who gives their time and energy expecting nothing materialistic in return. Volunteers have the ability to accept individual differences and are able to learn from the beliefs and values of others. By volunteering with BACI, you will be helping the organization, but more importantly the individuals and children supported plus their families, and the community.

Why Volunteer at BACI?

BACI offers volunteer positions in a variety of fields, giving volunteers the opportunity to experience personal growth through social interaction, community involvement, and participation in a meaningful position. In addition, volunteering at BACI may also expand your professional network and provide you with experiences that will help you acquire job related skills for future employment.

This is a great opportunity to build relationships with many wonderful people, including people with disabilities, families, other volunteers, and BACI employees. It's also a great opportunity to work with a diverse group of people.

Benefits and Rewards of Volunteering at BACI:

- Satisfaction in knowing that you contributed to making your community a better place to live
- Gain insight and experience into new career paths or employment options
- Develop new professional contacts
- Obtain a letter of reference
- Strengthen interpersonal skills
- Satisfaction in a job well done
- Increased self confidence
- Learn job related skills

- Create lasting relationships
- Gain a better understanding of human behavior

Canadian Code for Volunteer Involvement

It is BACI's Volunteer Policy to adopt and implement the Canada Code of Volunteer Involvement.

Volunteer involvement is vital to a just and democratic society.

It fosters civic responsibility, participation and interaction.

BACI knows how important volunteers are and values their contributions to the adults and children supported. With volunteers taking the initiative to give their time and energy, adults and children are able to take on a more participative and engaging role within their community.

Volunteer involvement strengthens communities.

It promotes change and development by identifying and responding to community needs.

The supportive roles volunteers provide allow adults and children to come together and create relationships that foster their needs for interaction through activities and relationships.

Through the support of volunteers, adults and children create relationships and engage in activities that fulfill their need for interaction.

Volunteer involvement mutually benefits both the volunteer and the organization.

It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.

BACI offers volunteer positions to provide the most they can for supported adults and children, and at the same time, volunteers are able to acquire and learn new skills that can help them for future goals.

BACI offers a full spectrum of services to supported adults and children which allows volunteers to learn a number of skills and gain experience that can help them reach future goals.

Volunteer involvement is based on relationships.

It creates opportunities for voluntary organizations to accomplish its goals by engaging and involving volunteers, and it allows volunteers an opportunity to grow and give back to the community in meaningful ways through voluntary organizations.

Volunteers act as supporters in a responsible manner, and it is important they respect the adults and children with whom they work with. Supported individuals look to volunteers as role models and people they can trust, so honoring confidentiality and creating a friendly relationship will allow for growth between you, the individual, and others within the community.

It is important that volunteers respect the adults and children they work with and provide support in a responsible manner. Supported individuals look to volunteers as role models and people they can trust. Honoring confidentiality and creating a friendly and caring relationship will allow for growth between you, the individual, and other members of the community.

Paid Staff and Volunteer Relations

Paid staff and volunteers come together at BACI to work toward achieving the mission, goals and objectives of the organization. Both contribute in significant ways and volunteers are seen to complement the work done by paid staff. Volunteers do not replace or displace paid positions.

How to Become a BACI Volunteer

1. Apply to be a volunteer by contacting Lisa Thomson at 604-292-1298 or qahr@gobaci.com
2. Submit your resume including your volunteer objective and interests
3. Attend an interview
4. BACI will check your references and Criminal Record Search will be conducted.

Program Placement Orientation

After successfully completing the interview and reference portion, BACI requires the following components to be completed to pursue your volunteer placement (may depend on department):

- Criminal Records Check
- Tuberculosis Bacillus (TB) Test
- Completion of all Medical Forms
- Completion of Code of Ethics, Bullying and Harassment, and Confidentiality Policy Forms

All applicants must get a criminal record check completed to ensure employees and volunteers can provide safe, quality care and pose no risk to the children and adults receiving support. Continued volunteer placement depends on a criminal records search review, as per the Criminal Record Review Act.

Other forms of screening:

- Quality Assurance Expectations
- Agreement for Volunteer Involvement according to job responsibilities
- Class 4 Driver's Abstract (depending on your placement)
- Orientation
- Probation Period
- Evaluation process

Program Placement

Volunteers will be placed in a program depending on skills and goals in addition to the current needs of programs. You will be assigned to a supervisor whom you report to and look to for guidance.

Evaluation

Volunteers will receive regular input and feedback from assigned supervisors. Annual evaluations will be conducted to support you to develop skills and enjoy your time at BACI. If there are any issues with your volunteer performance, such as failure to comply with policy, you will receive feedback up to and including cessation of volunteer placement. Please see our policy and linking policies governing volunteer participation at [1.15 Volunteer Policy](#)

Log Time Sheet

It is the responsibility of the volunteer to sign the Volunteer Sign In book (as required) at the beginning and end of each shift.

Expectations

- In addition to the Quality Assurance factors, BACI expects all volunteers to:
 - Take a participative role in the environment they are volunteering in
 - Always ensure a BACI staff is present with you during your volunteer duties
 - Honor confidentiality
 - Act as a role model
 - Treat peers, supported adults and children, and their families fairly and without discrimination
 - Respect BACI property
 - Communicate effectively
 - Display appropriate judgment and problem-solving skills
 - Work well within a team and accept/provide feedback in a positive manner

- Demonstrate effective work habits (e.g. punctuality, attendance, diligence)
- Respect and support people's choices
- Be motivated to learn new skills and participate in training opportunities
- Display initiative and creativity
- Promote a safe and healthy environment for people receiving support

Volunteer Recognition

Volunteers are welcome and encouraged to take part in BACI Events and Wellness programs. BACI Wellness program includes low-cost in-house massage therapy provided by students of the West Coast College of Massage Therapy, and much more! Events, from our seasonal barbeques to community socials, are held throughout the year and volunteers are invited to come out and join in the fun.

Frequently Asked Questions

Once I apply, how long does it take to be placed in a volunteer position?

BACI is always accepting applications to participate in the volunteering program. Due to limited capacity, BACI can only have a certain amount of applicants at a given time. BACI will contact you as soon as an opening is available.

Am I on probation for a certain amount of months?

BACI has a probation period based on hours spent volunteering.

How long after I start volunteering do you provide a reference?

BACI provides references after the completion of 100 volunteering hours.

Do I have to volunteer a minimum number of days/hours per week?

BACI is flexible and willing to work around your schedule and availability. There are no minimum requirements for how many hours you work; it all depends on your schedule.

Do you provide any training?

BACI provides training during your orientation process.

Will I have to work alone?

No, volunteers will always be with a permanent staff member and will never be left alone with a child or adult who is receiving services from BACI.

What are the days and hours of service?

Days and hours of service depend on what program you are placed in, and the activities involved.

What do I do if I am sick/absent?

It is your responsibility as a volunteer to let your supervisor know if you will be unable to attend your shift.

BACI Volunteer Departments

Special Events

From barbecues, socials, to a broad range of activities, BACI always has something underway and can use your help with the preparation and running of these events. By being a part of these events, you're helping not only the supported individuals, but their families and community as well. Duties at these events might include set-up, clean-up, greeting or directing people, food preparation or serving, presenting such as stories, personal experience, music, dance etc.

Children's Services

BACI operates a total of 2 out of school care and 2 daycare facilities:

All child care facilities provide an inclusive child care program that strives for healthy and optimal growth and development for all children. Each facility recognizes all children as unique individuals with a variety of strengths, needs, talents and interests.

Out of School Care children range from Kindergarten to grade 7, while Daycare centres consist of infant and toddlers (under 3 program) and 3-5 year olds (over 3 program). Duties may include assisting in snack preparation, craft preparation, assisting in cleaning, assisting in activity planning, and implementing.

Youth Services

The BACI Youth Program offers activities and alternatives for teens to access their communities, network with their peers, and explore employment goals. The program operates during the week during the school year and 5 days per week during the summer months, serving 15 to 17 people at any time. By providing a safe, healthy and responsive environment, the support workers promote the youths' growth and learning abilities. Each participant is welcomed and respected as an individual and a member of the group. Our goal is to provide a rich and positive experience in a physical, emotional and creative program. The activities provide social experiences for all youths with disabilities living in Burnaby. Duties may include assisting with planning, assisting with outings, assisting to support teens who might need assistance in any of the activities.

Adult Services

Community Day Programs

BACI offers a wide variety of Community Day Programs – supportive employment in our Social Enterprises, job search and supported employment services, education/training and leisure/recreational activities. Programs evolve to meet the interests and needs of the people attending them. Our goal is to support individuals to build the skills and confidence they need to fully participate in their community.

Volunteers in day programs will assist employees in supporting individuals in Life Skill and Craft classes. Duties may include prepping the room and its resources for classes and working together with employees in the day-to-day needs of the classes.

Volunteer Evaluation Form

This feedback form is being sent to you as part of BACI's volunteer program assessment. Please take a few moments to answer the questions. Your answers will help us to better meet your needs as a valued volunteer and to improve our programs to better serve the individuals we support. We hope that completing the form will also give you an opportunity to reflect on your volunteer experience with us.

Name: _____

Program: _____

Number of hours volunteer during the last year: _____

Name of supervisor: _____

Please use the scale to answer these questions:

1. The explanation of the tasks and of BACI's expectations was:

1	2	3	4	5
Not at all satisfactory			Very satisfactory	

2. The training I have received was:

1	2	3	4	5
Not at all satisfactory			Very satisfactory	

3. The on-going supervision I have received during this assignment has been:

1	2	3	4	5
Not at all satisfactory			Very satisfactory	

4. The value I feel BACI places on my contribution is:

1	2	3	4	5
Not at all satisfactory			Very satisfactory	

5. I am satisfied with the contribution I am making as a volunteer at BACI

1	2	3	4	5
Not at all satisfactory			Very satisfactory	

6. A major highlight of my volunteer experience has been:

7. My volunteer experience would be better if:

8. Additional Comments:

Burnaby Association for Community Inclusion

Volunteer Checklist

The following is a list of items that must be completed and submitted by all BACI volunteers:

Section #1:	Info received or Due on:	Oriented by:	Initial:	Date
Resume				
Interview Documentation				
Reference Documentation				
Criminal Record Check				
Copy of Tuberculosis Test				
Copy of Driver's License- Class 4 (If applicable)				
Copy of Driver's Insurance (If applicable)				
Copy of First Aid/CPR Certificate (If completed)				
Confidentiality Agreement				
Code of Ethics				
Harassment Policy				
Privacy Protection for Employees				
Internet and Computer Usage Agreement				
Section #2				
INTRODUCTION TO PROGRAM				
Introduction to Individuals				
Tour of Program				
Duties Assigned (Supervisor to complete):				
HEALTH AND SAFETY				
Emergency Procedures				
Location of Emergency Exits				

Location of Fire Extinguishers				
Fuse Box, water shut off, gas shut off				
Location of First Aid Kits				
Keys and General Security				
Incident Reports – Internal and External				
Wheelchair Safety				
Health and Safety Responsibilities				
Health and Safety Rules Procedures				
How to obtain First Aid				
How to report Unsafe Conditions/Right to Refuse Unsafe Work				
WHMIS				
Location of MSDS				
Use of Personal Protective Equipment				
COMMUNICATION				
Policy Manual and Procedure Manual				
Internet / Intranet / Email				
Communication Book				
VEHICLES				
Review Vehicle Policy and Procedures				
Filling with Gas				
Incident Procedure				
Seating Procedures				
Mileage Form				

Volunteer Signature: _____ Date: _____

Coordinator/Supervisor Signature: _____ Date: _____

Individuals I learned about: _____



Burnaby Association for Community Inclusion

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e: info@gobaci.com
w: www.gobaci.com

On behalf of the Board of Directors, Executive Directors, Staff, supported adults, children, and their families, thank you for considering BACI as your choice for volunteer involvement.

BACI looks forward to working with you and having your abilities help those within the community!

All programs accredited by



April 2008 - 2011

PARTNERS:



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