Hespeler Village
Neighbourhood Association

Hespeler Village Neighbourhood Association

VOLUNTEER HANDBOOK

WELCOME

Welcome to Hespeler Village Neighbourhood Association (commonly referred to as HVNA). As volunteers, you give your time and energy towards helping our community grow every day. We couldn't manage without your efforts!

The City of Cambridge is 40+ years young and is brimming with opportunity for further growth. At HVNA, we firmly believe that volunteerism – and the sense of civic pride it helps create – is the key to fulfilling that potential. When you volunteer, you see your community in a new light. You see the difference you make day-by-day, month-by-month, year-by-year. Your community isn't growing around you; it's growing because of you. Everyone contributes to the growth of OUR community. We all have something to offer that will make our community a little stronger and a little more vibrant. When we work together, there's no limit to the heights we can reach.

Amanda Horne
Executive Director
Hespeler Village Neighbourhood Association

ABOUT US

Our ***Mission***

Offer programs, services, and events to enrich personal, peer and community relationships.

Our ***Vision***

Everyone in Hespeler has the opportunity to engage and participate in their community.

Our ***Values***

We believe that everyone has the opportunity to participate;

We believe in community development through partnerships and collaboration;

We believe that volunteerism is the foundation of our organization;

We believe in creating a safer, fun environment for all;

We believe in transparency, confidentiality and respect for one another and our community

OUR PROGRAMS

The Hespeler Village Neighbourhood Association was founded in 1992 and since then we have inspired community spirit in Hespeler by improving and enhancing the quality of life through affordable, social, educational and recreational programs. At HVNA, we have a wide variety of programs geared towards the community, including children, youth, adults, and families.

Our current programs include:

- Kinder Kids
- After School Program (ASP)
- Child and Youth Programs
- Family Nights
- PD Day Camps
- March Break Camp
- Summer Fun Camp
- Busy Bee Bags
- Pop-Up Plays
- Leader in Training (LIT) Volunteer Program
- And more!

VOLUNTEERING WITH HVNA

I. Volunteer Engagement Philosophy

Volunteers are one of the greatest resources that we have at Hespeler Village Neighbourhood Association. People like you, who give their time, energy, and talents to our organization are essential to our ability to deliver quality programs and services to our community. We are committed to creating opportunities for the community to be involved in our work, and many of our programs would not be possible if not for volunteers. Our program volunteers and volunteer Board and Advisory Committee members are extremely valuable.

II. Volunteer Engagement and HVNA's Strategic Plan

Volunteer engagement is an essential part of the association's strategic plan. Our goal is to grow the image of Hespeler Village Neighbourhood Association, and it is through the work of volunteers that we can do that. Having more volunteers means that we can take more participants into programming and have bigger community events. Volunteers will help us create a community image that we are a space for ideas to be created and for the community to grow, not just a community centre. To us, it is key that we build a family-like atmosphere where both volunteers and staff feel as though they are part of something bigger.

III. Benefits to Volunteering with the HVNA Community

As a volunteer with Hespeler Village Neighbourhood Association, you will have the opportunity to provide services to:

- Children and youth in our community
- Special events that enhance our community

You will have the opportunity to use and enhance your personal skills and gain valuable experience that will help you in the future. At HVNA, we strive to give our volunteers a positive working environment, necessary training, supervision, evaluation, and recognition to ensure they enjoy their time as a volunteer.

IV. Volunteer Rights and Responsibilities

We hope that our volunteers will honour their commitment to HVNA, respect other staff and volunteers, and perform their assigned duties to the best of their abilities.

Volunteers have the right to:

- Work that is meaningful and satisfying to them
- A proper orientation and training to enable them to complete their tasks
- The opportunity to be heard, to make suggestions and to be respected
- The opportunity to decline a suggested placement
- Recognition for tasks completed
- Refuse unsafe work

Volunteers are responsible for:

- Getting to and from the location in which they are volunteering
- Being punctual
- Tracking their volunteer hours
- Having fun!

V. Code of Conduct

Appropriate conduct and behaviour include, but is not limited to:

- Adherence to published policies, practices, and procedures
- Representing HVNA in the most positive manner in every setting
- Competent performance of all assigned duties
- Prompt and regular attendance
- No cell phone use during working hours
- Proper and appropriate attire - HVNA provided shirt, pants or long shorts in summer, and lace-up shoes. Footwear such as Crocs and sandals/slides are not appropriate.

VI. Misconduct

HVNA expects volunteers to reflect our mission, vision, and values. We expect volunteers to treat everyone they encounter with respect and kindness. Any gross misconduct as listed below or as determined by a supervisor is grounds for HVNA asking said volunteer to leave the program immediately. Gross misconduct that will lead to a volunteer's immediate termination are as follows:

- Theft
- Harassment of any nature
- Physical violence
- Possession or use of a firearm or other weapon on HVNA property
- Possession or use of illegal drugs on HVNA property
- Deliberate disclosure of HVNA confidential information
- Other (as determined by HVNA management)

VII. Health and Safety

The health and safety of our volunteers in HVNA programs are of crucial concern to HVNA. We strive to attain the highest possible level of safety in all activities and operations. HVNA intends to comply with all health and safety laws applicable to our organization, as well as adhering to the guidelines given by Public Health for pre-screening, cleaning, and sanitization protocols. As part of your orientation, you will receive applicable health and safety training required for your position. Our health and safety manual is updated regularly. An updated version of our health and safety policy is posted in the HVNA office. Unsafe conditions, acts or potential hazards must be reported to your supervisor immediately, even if you believe you have corrected the problem.

VIII. Attendance and Punctuality

Attendance and punctuality are very important for a program to operate smoothly and effectively. Volunteers need to be on time and ready for their position. HVNA recognizes that there may be times when volunteers will not be able to come in. If you are sick, have a family emergency etc. we ask that you give as much notice as you can to the Community Engagement Coordinator, so that we can plan accordingly. If you are running late due to traffic or other circumstances, we ask that you call the HVNA office so that we know to expect you later.

THANK YOU

We hope that this Volunteer Handbook has provided you with a glimpse of all that HVNA offers. At HVNA, we want to ensure that everyone has a positive and enjoyable experience, and by following these guidelines, we believe that together, we can achieve this goal.

If you have any questions about your position or any of the guidelines, please feel free to reach out to the Community Engagement Coordinator. We want to thank you in advance for giving us your time. Without people like you, we wouldn't be able to deliver such amazing programs to our community!

Hespeler Village Neighbourhood Association

Hespeler Village Neighbourhood Association

ACKNOWLEDGMENT FORM

This handbook is intended solely as a general information guide to let volunteers know about the current policies and programs that the Hespeler Village Neighbourhood Association has in place. The policies, practices and programs outlined in this handbook are for your information and to inform you of the terms and conditions that apply to volunteer with HVNA. Violations of the rules, policies, and practices or others not listed in this handbook may result in disciplinary action up to and including termination.

I understand that every so often HVNA will modify some of its policies or programs in this handbook to meet the ever-changing needs and requirements of employees and the Hespeler Village Neighbourhood Association. If the information here is modified, I will be bound by the modifications made.

I acknowledge that I have received and read this handbook as well as this acknowledgment form, and I have had the opportunity to ask the Community Engagement Coordinator questions about both. I fully understand the contents of this Volunteer Handbook.

Name _____ Signature _____

Date _____