



VOLUNTEER GUIDELINES

Volunteers and student placements are highly valued at Yonge Street Mission (YSM). Both volunteers and students function as highly visible role models within our community. YSM volunteers and student placements serve those living with poverty in Toronto, partnering to work for peace, dignity and justice. As caregivers, volunteers and students hold positions of trust and influence. We ask everyone to read, understand and respect these Volunteer Guidelines to ensure that they use this influence well.

Note: "volunteer" also refers to student placements

Our Commitment to Volunteers

- **Volunteers:** are treated with respect, courtesy and goodwill in a positive environment; are given assignments based on their capabilities and interests; are given clearly defined roles; receive appropriate orientation, regular feedback, adequate training and support as required to enable them to perform the tasks they are assigned.

Relationship with Community Members

Volunteers:

- treat community members, staff and other volunteers with respect and dignity and will not do anything to make others at the Mission feel badly.
- do not judge others on the basis of race, culture, religion, economic status, disability, age, gender, sexual orientation, family, marital status or social condition.
- respect people who have different beliefs, lifestyles and cultures. YSM recognizes that volunteers may have different faith beliefs and asks volunteers to respect others' beliefs, while honouring YSM's Christian values.
- keep private any information they get about YSM, community members or others. Volunteers must not give any information they learn about to anyone outside of the Mission (except where legally required) and only share information within YSM under the direction of their staff supervisor.
- may not volunteer if they have used alcohol or illegal drugs and they will not use illegal drugs or drink alcohol with community members.
- must not take part in activities that may be interpreted as benefiting them at the expense of a community member, including romantic involvement. If a volunteer is dating another volunteer or community member they will tell their staff supervisor and the Director of Volunteer Resources will find another position for them if needed.
- may not meet with community members at non-YSM events or locations nor give their personal contact information to community members; the exception to this would be volunteer mentors. No YSM volunteer will give gifts or money to community members.

Relationship with Yonge Street Mission

Volunteers:

- ✓ arrive on time for shifts & training sessions and tell their supervisor if they will be late or away.
- ✓ ask for help from staff where needed & go to their supervisor with any questions or concerns.
- ✓ respect and honour YSM's Christian identity and purpose. A few volunteer positions require volunteers to sign the YSM's Statement of Faith.
- ✓ ask their supervisor before using YSM equipment or facilities.
- ✓ understand that there is a standard six-month probation period for each position in which they are placed. Volunteers understand that the volunteer/organization relationship can end at any time by either the volunteer or YSM and that volunteering with YSM is not a contract of employment.



Our Core Values

As a Christian faith Community, we strive to consistently demonstrate our core values

Love: of God and love for neighbour is foundational to all we do

Creativity: we embrace the creative spark in the expression of our calling

Integrity: we strive for transparency and truth in who we are, what we say and how we behave

Dignity: we value people as unique individuals and respect and care for all of creation

Justice: we recognize the rights of all for inclusion, and advocate for and with those living with injustice

Gratitude: we radiate joy and appreciation for all of God's gifts and celebrate the privilege of serving

Peace: we seek harmony with God, wholeness in relationships, and health for our city.