



## **Youth Central Volunteer Code of Conduct**

*(Last updated April 2024)*

By following these guidelines for conduct, volunteers can ensure a productive and positive experience with Youth Central.

### **Project Cancellation Policy:**

1. We understand that schedules can change! Volunteers can remove themselves from a project by emailing or calling the Youth Central office with at least 72-hours notification to cancel. Anything less than 72-hours will be treated as a “no-show”.

Volunteers who sign up for a project within the 72-hour time window, cancellation will automatically result in a no-show. We implement a 72-hour policy, as it allows us to recruit another volunteer in your place if you would like to cancel.

Volunteers who miss the icebreaker (completed at the beginning of the project) will be considered late, this includes virtual projects. Three cases of being late for a project will result in a “no-show”. We appreciate that there are sometimes circumstances outside of your control; however, please be in touch with the Team Leader as soon as possible to notify them.

“No-shows” will be tracked and your volunteer “no-shows” reset to zero at the start of each program year (September 1 - August 31).

### **No-Show Policy:**

- One “no-show” will have no impact on a volunteer’s account.
- Two “no-shows” will result in an email from the YVC Program Coordinator and deactivation of their account for a month.
- Three “no-shows” will result in a phone call from the YVC Program Coordinator to discuss a volunteer’s future with Youth Central.
- Even one “no-show” without an adequate excuse can lead to denied letters of reference or phone references.

### **Respect and Conduct:**

2. Volunteers should show respect towards their Team Leader and their fellow volunteers.
3. Volunteers should dress and behave appropriately at all Youth Central projects and events.



4. Volunteers and their Parent/Guardian/Other Authorized Person should determine if they are fit to participate in the volunteer project prior to attending. Please do not attend a volunteer project if you are feeling ill.
5. Volunteers are prohibited from attending projects while under the influence of drugs, alcohol, and any other non-prescribed substances. Please do not bring vapes, tobacco or any other substances to volunteer projects.
6. If our staff deems that a volunteer's behaviour is inappropriate, the following steps will be taken:
  - Discussion and a verbal warning from the Team Leader,
  - An additional verbal warning, and/or
  - Dismissal from the project.
7. Serious incidents may involve conversations with the Parent/Guardian/Other Authorized Person with potential removal from all Youth Central programs.

#### **Project Commitment:**

8. To join a project, sign up through the Better Impact database and wait for the YVC Program Coordinator to assign you, confirming your spot. Once confirmed, you cannot withdraw through the database, you will need to contact Youth Central's office or your Team Leader. Please commit only if you are sure of your availability.

#### **At Volunteer Projects:**

9. Volunteers should not show up for a project unless they have been assigned on the database. Any volunteers who show up that have not been assigned will be sent home, and hours will not be logged.
10. Volunteers are expected to participate in the icebreaker and wrap-up activities prior to and at the end of a project.
11. Volunteers are expected to inform the Team Leader if they need to leave their volunteer station and project site for any reason. If an issue arises, it is the responsibility of the volunteer to inform the Team Leader first.
12. Volunteers are expected to stay on task and engage during a project. Team Leaders will assign hours based on the work and commitment they see.
13. All technological devices (eg. cell phones, etc.) must be put away during a volunteer project.