



VOLUNTEER HANDBOOK

A Manual of Volunteer
Benefits & Personnel Policies

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Welcome and Purpose

Welcome to Safe City Mississauga. This handbook is designed to acquaint you with Safe City Mississauga and provide you with general information about volunteer work conditions, benefits, and policies. While this handbook is not intended to be a contract (expressed or implied), nor is it intended to otherwise create any legally enforceable obligations on the part of Safe City Mississauga or its Volunteers, we hope that it will serve as a useful reference document throughout your volunteer experience.

This handbook supersedes and replaces all previous personnel policies, practices and guidelines and applies to all Volunteers. In the event there is a conflict between the provisions in this Volunteer handbook and any specific provision of a contract or agreement, the contract or agreement will apply to covered Volunteers.

Because Safe City Mississauga is a growing and changing organization, it reserves full discretion to add to, modify, or delete provisions of this handbook, or the policies and procedures on which they may be based, at any time, without advance notice.

This handbook is the property of Safe City Mississauga and is intended for your personal use and reference as a Volunteer. Circulation of this handbook outside of the organization requires the prior written approval of the Executive Director.

To ensure a record of receipt and acknowledgement of your responsibility for the information in the handbook, you must sign an acknowledgement form provided to each Volunteer and return it to the Executive Director.

Introduction to the Organization

1.1 Mission and Vision Statement

Safe City Mississauga is a registered charitable organization founded in 1992 to help reduce criminal opportunity and criminal victimization in Mississauga. We provide resources, staff, professional community leadership and guidance for crime prevention programs and activities; encourage crime prevention education within the public, private and voluntary sectors; and research, develop and implement new community crime prevention programs and activities.

It is our mission to lead and partner to deliver crime prevention services and initiatives for a safe city. It is our vision that Mississauga will be a crime-free city for all.

1.2 Using the Volunteer Handbook

Safe City Mississauga's most important asset is the Volunteer. Safe City Mississauga draws strength from our volunteers' skills and dedication.

The Volunteer Handbook is a guide to the personnel policies, procedures, and practices for Safe City Mississauga. It should be studied carefully upon commencement of volunteering and referred to whenever a question arises concerning the privileges and the responsibilities of your job.

Supervisors and other management personnel are always available to you as a resource, and you are encouraged to contact your supervisor with specific questions in reference to the Volunteer Handbook. Your supervisor can also assist with the interpretation of a policy as it applies to any circumstance.

This Volunteer Handbook is intended to be as complete as possible at the time of publication. It is impossible to anticipate every scenario or situation that you may come

across. With this in mind, the Handbook has been numbered to make additions, correction and updates as simple as possible.

If you have any questions concerning any policy contained in this handbook, you are encouraged to bring the question to the attention of a supervisor or manager.

1.3 Interpretation of Policy

From time to time, questions will arise concerning interpretation of a policy or its application to a particular set of facts. It is impossible to anticipate all situations when drafting a general policy manual for the purpose of offering a Volunteer Handbook. When a question of interpretation arises, it must be referred to management to resolve the issue and ensure a uniform policy interpretation.

Position

2.1 Volunteer Relationship

No Volunteer or representative of Safe City Mississauga, other than the Executive Director, has any power or legal authority to alter the nature of the volunteer relationship.

2.2 Hours of Volunteering

Safe City Mississauga regular working staff office hours are from 8:30AM to 4:30PM, Monday through Friday.

Hours of work for Volunteers may vary depending on the position and program needs, as determined by the Executive Director and/or Manager.

Volunteers provide the dates and times that they are available. Therefore, all Volunteers are expected to be available as assigned.

On occasion, events associated with the mission of Safe City Mississauga may require a Volunteer to work during their normal eating periods, evenings, and some weekends to provide staff support at special events, meetings and/or community functions.

2.3 Resignation of Volunteering

Volunteers are expected to provide at least two-week written notice.

In all separations from volunteering, Volunteers must return all keys, identification badges, equipment including cellular telephone, laptops, name tags or any other property of Safe City Mississauga to his or her supervisor on or before the last day of volunteering. This would include permanently deleting any folders used on your own personal device for Safe City Mississauga materials.

2.4 Volunteer Job Description

Neighbourhood Watch Team Lead: The neighbourhood watch team focuses on engaging the neighbourhood to become a part of a closer community that is centred around preventing crime. As a neighbour watch team lead, you will be responsible for maintaining data, making sure members are contributing, sending out community relevant information including crime alerts, and organizing community events that bring the community together.

Event Planner: The event planner plays a pivotal role in the success of delivering the crime prevention conference which takes place in November (national Crime Prevention week). In addition, as the event planner, you will be responsible for researching sponsorship leads, consolidation of information into a database, assisting in updating Safe City Mississauga's strategy for inclusivity and diversity, presenting research,

community engagement, and building relationships and partnerships with potential sponsors.

Program Assistant: The program assistant is very critical to program success. This high level, key position requires incredibly strong coordination, problem solving skills, and communication. As a program assistant, you will be responsible for regularly helping deliver Safe City's programs/events/campaigns, contributing to the effective development of crime prevention programs in Mississauga (Community Crime Prevention – Neighbourhood Watch, Business Watch; School Watch, After School Crime Prevention, Public Information, and Education Relations), and consolidating a wide variety of relevant research.

2.5 Probationary Period

The probationary period will consist of three (3) months of consecutive volunteering for full-time Volunteers and six (6) months of consecutive volunteering for part-time Volunteers. During this period, Safe City Mississauga will review a new Volunteer's performance to determine continued volunteering. Probation Volunteers will be evaluated with formal written evaluations performed on or near the end of the probation.

Safe City Mississauga reserves the right to extend the probationary period of any Volunteer upon proper notice to the Volunteer by the Executive Director.

A Volunteer may be terminated with or without cause or notice at any time during the new Volunteer's probationary period.

2.6 Regular Performance Appraisal

Following the successful completion of the probationary period the Volunteer's primary supervisor will conduct an annual performance appraisal.

Volunteers are encouraged to seek feedback for continual evaluation of performance and suggestions for improvement.

2.7 Volunteer Contact Information

It is important that Safe City Mississauga maintain complete and accurate personnel records for all Volunteers. In order to keep these records up-to-date for operational, emergency and insurance purpose, it is essential that you notify Safe City Mississauga as soon as possible if there is any change to any of the following items:

- a. Legal Name
- b. Home Address
- c. Home Telephone and/or Cellular Telephone
- d. Person to Contact in an Emergency
- e. Driving record or status of driver's license
- f. Certifications

This information is captured when a volunteer registers.

2.8 Volunteer Background Checks

Given the nature of the services provided by Safe City Mississauga all Volunteers are required to undergo a Police Clearance Check as a condition of volunteering. Further background checks may be conducted during reassignment of a Volunteer. Additional background checks may include a Motor Vehicle Records Authorization Check to determine any driving offenses or infractions.

Background Checks are not used as the sole reason to deny volunteering – unless it is position-related, regardless Safe City Mississauga has the right to make the final decision about approving an individual after the application process is complete and background check received.

2.9 Confidential Information

Given the nature of the services provided by Safe City Mississauga at times, Volunteers may have access to confidential information and/or documents. This information includes but is not limited to; client, volunteer, funder/sponsors, staff and Board of Directors contact information, raw data such as statistics, school grades, client and volunteer feedback and police patrol zones and boundaries. To protect this confidential information, no Volunteer shall use any confidential information for personal benefit or

for the benefit of any person or entity other than Safe City Mississauga and use best efforts to limit access to such confidential information. In addition, Volunteers should minimize occasions in which documents, USB's and laptops/MacBook's/iPads containing confidential information are taken outside the Safe City Mississauga office. All precautionary and security measures should be taken to protect the confidentiality of the information. When the information is no longer needed, any paper formats should be shredded and not simply thrown out.

Any and all such records and data, whether maintained in hard copy or on a computer or other medium, is the property of Safe City Mississauga, regardless of whether it contains confidential information. Upon termination of volunteering, Volunteers are required to delete or return all such records and may not retain any copy of such records or make any notes regarding such records.

Incentives

3.1 Record Keeping

The regular work week begins at 12:01AM on Sunday and ends at 12:00AM the following Sunday.

Not every position requires strict recording of volunteer hours, i.e, Neighbourhood Watch Team Leads. If your position required strict record keeping, it is your responsibility to verify hours and notify the Manager immediately if there is a correction.

3.2 Incentives

Volunteering for hours and hours at a time can bring extreme fatigue to volunteers, who work tirelessly to make the community a better place. We here at Safe City Mississauga believe an incentives program would be an appropriate solution to this problem.

Volunteers who exceed expectations in their respective fields may be eligible, but not limited to a variety of items such as: Stipends, Travel & Meal Reimbursements, Tickets/Registration for an event or skill training, Discounts at participating businesses, Recognition Event(s), Certificates (hours), Gift cards, Coupons, etc., may be approved by a Manager or the Executive Director.

We believe that Volunteers should be celebrated members of the organization, as they are extremely important to the betterment of the community, and they help organizations like us to be able to make a difference. It is for this reason that a recognition event will be held to commemorate volunteers who performed exceptionally and exceeded expectations in their respective fields (Hero Awards).

Working Environment

4.1 Diversity Policy

Safe City Mississauga respects, values and celebrates the diversity of people who make up our community. In its commitment to excellence and fairness, Safe City Mississauga seeks to recognize and remove barriers to full participation in all Safe City Mississauga activities, programs, and events.

Safe City Mississauga is an equal opportunity employer, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities.

As a fundamental principle, Safe City Mississauga will be fair and equitable in its practices by observing the spirit of the Ontario Human Rights Code. This will be done by recognizing, acknowledging, and respecting the diversity of individuals regardless of

race, place of origin, disability, colour, gender, sexual orientation, religion, sex, age, parental or family status, citizenship, ethnic origin, marital status, income level, work experience, literacy level, cultural tradition, ancestry, educational background, same sex partnerships and geographic location.

4.2 Inclusivity and Involvement

Safe City Mississauga respects, values and celebrates the inclusivity and involvement of people who make up our community.

Contrary to popular belief, we here at Safe City Mississauga believe that inclusion and involvement are both very different but important concepts to understand, especially in a work environment. To be included, is to be invited into an exclusive group of people, for instance being invited to certain parties, events, group projects, etc... However, to be involved is to be active and contributing to said parties, events and group projects.

Imagine you have been assigned a large group initiative, with three other people who already have lots of experience working together. As the four of you are coming up with ideas for the project, you notice that the rest of the group tends to either ignore or passively decline the majority of your suggestions, to the point where you have almost no input in the final product despite contributing interesting points. Evidently, you have been included in the initiative, however you feel that you were not involved at all for the decision making, resulting in potentially a lower value production as well as a frustrating work experience. Therefore, here at Safe City, we always make sure that anyone feeling uninvolved or excluded get the help they need by either reaching out to fellow volunteer team leads, a Manager, or the Executive Director.

4.2.1 Isolation

In grade school and university, aspects such as social groups and “cliques” are extremely common, as it gives people with shared interests an opportunity to connect with other people. However, sometimes certain individuals have trouble connecting to others as they do not share similar interests with the people around them, and of course they cannot be blamed for this. Unfortunately, this can lead to bullying, loneliness, depression, anxiety, and isolation.

Sadly, this is not exclusive to just school. It is also extremely common in the workplace, possibly even more common due to a differences of age/experience, race, gender, sex, religion, among many other things (See Diversity Policy for more). Isolation can lead to

the deterioration of one's mental state, making them uncomfortable even coming in for work or pursuing a volunteer opportunity. This is not something Safe City Mississauga condones whatsoever. If you or a volunteer you know is feeling isolated, feel free to talk to a Manager or the Executive Director, to resolve the issue.

4.3 Safety and Accident Reporting

Safe City Mississauga will make every reasonable effort to provide and maintain a safe working environment through safety education and training and compliance with all federal, provincial and local statutory requirements.

We are all expected to:

1. Comply with all safety practices, use of equipment and safety devices.
2. Immediately report any hazardous conditions, materials or unsafe practices to your immediate supervisor.
3. Immediately report any personal injury (no matter how serious or minor) to your immediate supervisor.
4. Immediately report any property damage, this includes technology related devices, to your immediate supervisor.

Any questions regarding safety and accident reporting should be referred to your immediate supervisor.

4.4 Workplace Violence and Harassment

Safe City Mississauga recognizes that every person possesses basic human rights including the right to respect, dignity and protection from all forms of harassment and violence.

Safe City Mississauga will adhere to the spirit and intent of all applicable legislation governing workplace violence and/or harassment including but not limited to, the Ontario Human Rights Code, Occupational Health and Safety Act and the Criminal Code (Canada).

Safe City Mississauga is committed to maintaining a workplace where all Volunteers are treated with dignity and respect and will have zero tolerance of any form of harassment towards it Volunteers. We recognize that every person is entitled to a safe volunteer environment that is free of violence and/or harassment.

Safe City Mississauga has outlined a process whereby a recipient of violence and/or harassment may initiate a complaint. The Executive Director, or designee is the Workplace Violence and Harassment Coordinator.

4.4.1 Harassment Complaint Procedure

You should report any incident of harassment, including volunteer-related harassment promptly to the Executive Director who would normally be responsible for investigating the matter. In the event that the Executive Director is involved in a harassment allegation, the complaint should be made to the President of the Board of Directors or his/her designee.

Harassment can be classified as intentional, aggressive and intimidating behaviour towards another person or persons. Harassment can also be classified as making another volunteer/employee annoyed, uncomfortable, and/or irritated while in the workplace which creates a horrible work environment.

Supervisors and Managers who observe harassing conduct towards a Volunteer of Safe City Mississauga shall intervene immediately and instruct the individual to cease the behaviour. If that does not resolve the matter at hand, then the supervisor and Volunteer are to remove themselves from the situation by leaving the area, etc. The supervisor or Manager shall inform the Executive Director immediately.

Every complaint of harassment that is reported to the Executive Director will be investigated thoroughly, promptly and in a confidential manner. Investigations will be handled as confidentially as possible, and every effort will be made to ensure that the complainant is comfortable during the investigation process. If warranted, the Executive Director, at his/her discretion may include a third party to assist in the investigation.

In addition, Safe City Mississauga will not tolerate retaliation against any Volunteer for making a complaint.

If harassment is established, Safe City Mississauga will take corrective actions and/or disciplinary actions. Corrective action would include coaching, training, etc. Disciplinary action for a violation of this policy can range from verbal or written warnings up to and including immediate termination, depending upon the circumstances. With respect to acts of harassment involving the Executive Director, corrective action will be taken by the Board of Directors.

4.4.2 Violence Complaint Procedure

Violence is a crime.

All potentially violent incidents (escalating harassment) should be immediately reported to your Manager or the Executive Director.

Violent incidents should be reported directly to the Police.

We believe that all Volunteers should be able to volunteer in an environment that is free of any and all forms of violence. This includes threats and verbal attacks of words, gestures or display of weapons, which are perceived by a Volunteer as a clear and real threat to his/her, and/or fellow Volunteer's safety and which may cause fear, anxiety or inability to perform job functions.

No form of retaliation by a Volunteer following a report of workplace violence will be tolerated. Reports of workplace violence will be handled in a confidential manner and information surrounding the report will be strictly limited to appropriate individuals on a need-to-know basis.

Our procedures for investigating incidents of workplace violence, including but not limited to threats and physical injury include:

1. If witnessed, staff and volunteers are expected to call the police. This is mandatory for staff and strongly suggested for volunteers that witness an act of violence.
2. Review of all incidents.
3. If appropriate, visiting the scene of an alleged incident as soon as possible.

4. Interviewing threatened or injured Volunteers and witnesses.
5. Examining the workplace for security risk factors associated with the incident, including any previous reports of inappropriate behaviour by the alleged perpetrator.
6. Determining the cause of the incident.
7. Taking corrective action to prevent the incident from reoccurring.
8. Recording the findings and corrective action taken.

4.5 Open Door Policy

To foster an environment where Volunteers and management feel comfortable communicating with and voicing concerns to one another, Safe City Mississauga uses an Open Door Policy. The policy means that all managers' doors are open to all Volunteers and Volunteers are free to talk with management at any time. Volunteers are encouraged to consider the following in regards to this policy:

Safe City Mississauga recommends that you first discuss concerns with your direct supervisor, but the Open Door Policy also gives you the option of discussing with higher management. All of these parties will be willing to listen to the issue and assist in a resolution where at all possible.

Office Etiquette

5.1 Telephone

Office telephones are for business purposes. When answering the telephone, it is important to present yourself in a courteous and professional manner. Always answer with the organizations name and your name.

Personal use of cell phones should be limited to emergencies.

5.2 Using Cellular Telephones Safely

Our primary focus is for the safety of our Volunteers.

Volunteers operating a vehicle in the course of their volunteering are not to be engaged in phone calls or text messaging while the vehicle is in motion – that is the law. While hands-free devices are permitted under the Distracted Driving Law, Safe City Mississauga does not encourage cellular telephone use while operating a vehicle in the course of volunteering.

Safe City Mississauga takes Volunteer safety seriously and as such offers an exemption to using hand-held devices while operating a vehicle in the course of their volunteering and as permitted by the Distracted Driving Law. These exemptions include:

1. To make a 9-1-1 call.
2. If the vehicle is pulled off the roadway or lawfully parked.

Exceptional customer service and perceptions are also a key consideration. Any potential distractions to a Volunteer performing his/her duties and/or providing exceptional customer service as it relates to the use of cellular telephones should be avoided. As such, Volunteers should place their cellular telephones on vibrate or silent when in a meeting or other similar setting.

5.3 Volunteer Use of Office Equipment

Office equipment has been installed solely for the business purposes of Safe City Mississauga and should not be used for personal reasons.

All Volunteers are prohibited from using the Internet or e-mail system to communicate any improper communication, including but not limited to, inappropriate comments or jokes, cartoon or any other communications which are derogatory, obscene or offensive.

Persons not employed or volunteering with Safe City Mississauga are prohibited from using Safe City Mississauga's equipment for any purpose.

Volunteers may not use the business address for receiving personal mail and all personal outgoing mail should be pre-stamped and placed in the outgoing mailbox.

5.4 Computer System Access and Security

Information contained on various computer systems operated by Safe City Mississauga includes sensitive data, which is essential to the operation of the organization. Any unauthorized access to these systems, either through existing telephone lines or through direct access, represents a potential for serious financial and operational damage to Safe City Mississauga.

Federal statutes provide for penalties for the unauthorized accessing of network computer systems, the unauthorized use of data obtained, or the tampering with data, operation systems, or any computer code contained therein.

1. Security measures have been taken that require each Volunteer to be identified by a user identification number and/or password in order to access the various systems in operation. The user identification number and/or password are to be used for the sole purpose of the Volunteer to whom they have been assigned and for the purpose in which they were intended.
2. Any unauthorized access by non-Volunteers will be reported to the Police and prosecuted under applicable Federal statutes.
3. The release of security information to anyone without the express written permission from the Executive Director will be deemed a violation of policy.
4. For the purpose of this policy 'unauthorized access' shall be defined as accessing any file, program, or system either through legitimate or illegitimate means ('hacking'), for which the individual normally does not have access.

5. Any unauthorized access by a Volunteer will result in immediate disciplinary action up to and including termination.
6. Any Volunteer terminated for violation of this policy will not be eligible for volunteer opportunities.

5.5 Internet Policy

The 'information age' provides a number of methods to communicate globally through the Internet and wireless communication systems.

1. The use of profanity or making derogatory, disparaging or otherwise inappropriate language is prohibited.
2. Access to the Internet shall be limited to appropriate sites. Accessing or viewing sites considered inappropriate in terms of profanity, nudity, pornography, or otherwise containing objectionable content is prohibited. Where possible, sites that are not considered appropriate will be filtered out via software security controls. Bypassing or attempting to bypass these security controls is prohibited.
3. Accessing personal social media that are not aligned with the values of Safe City Mississauga is prohibited.
4. The installation or downloading of any software requires approval by the Manager or Executive Director.
5. Verify from the Manager or Executive Director that files and downloads are from approved sites.
6. The use of this Safe City Mississauga resource (the internet) for personal gain, advertising, spamming, flooding other email sites or individuals, engaging in political campaign purposes or engaging in activity that would otherwise be considered illegal is prohibited.

Holidays & Vacation

6.1 Statutory and Observed Holidays

Safe City Mississauga provides nine public holidays and observes one civic holiday:

New Year's Day	Victoria Day	Thanksgiving Day
Family Day	Canada Day	Christmas Day
Good Friday	Civic Holiday (August)	Boxing Day

Safe City Mississauga does not expect our volunteers to schedule volunteer assignments on public holidays or the observed civic holiday.

From time to time, Safe City Mississauga staff will work a public holiday or civic holiday. In the event a volunteer is scheduled to volunteer on a public holiday or observed civic holiday, the hours will calculate at 1.5 times and be considered above and beyond for volunteer recognition. For more information see Incentives (3).

6.2 Vacation

Volunteers are expected to advise Safe City Mississauga of unavailability because we need to ensure the assignments get covered. One type of unavailability is vacation. We expect the Volunteer will advise Safe City Mississauga as far in advance as possible but no later than one week in advance to their supervisor.

Volunteer Conduct

7.1 General Rules of Volunteer Conduct

The nature of the services provided by Safe City Mississauga requires that public confidence in the professionalism of our staff be maintained. Therefore, it is the responsibility of each Volunteer to conduct themselves in a professional manner at all

times. Conduct that interferes with or discredits Safe City Mississauga operations including the violation of policies, or is offensive to clients, volunteers or fellow Volunteers will not be tolerated. Volunteers will be subject to corrective action or formal discipline, up to and including termination, for any conduct considered inappropriate or unsatisfactory.

7.2 Attendance and Punctuality

The policy of Safe City Mississauga requires Volunteers to report punctually, and to work all scheduled hours. Excessive tardiness and poor attendance are disruptive to workflow and customer service.

All absences and tardiness will be recorded along with any advance notice that was or was not provided. Attendance and punctuality records will be considered when evaluating completion of the probationary period, requests for promotions and transfers, and as part of the annual performance appraisal.

If a Volunteer is absent due to illness for three (3) or more consecutive days, Safe City Mississauga may request written documentation from a doctor to verify that they were ill. Similar written documentation may be required to verify you are medically cleared to return to work. Some programs have different requirements so verify with the Manager of the Program.

A failure to report to volunteer management and to call in the absence for three (3) consecutive days or program sessions or event commitments shall be considered a voluntary resignation.

7.3 Professional Appearance

As Volunteers of Safe City Mississauga, the image that we present to the public is often the only impression the public has of our organization. Personal appearance is a key element of our professional image.

Proper business attire is required in the office and while performing duties on behalf of Safe City Mississauga outside of the office.

Any apparel or body markings that detracts from a professional image will not be permitted (i.e. messages or symbols of hate, racism, etc.).

Cologne and perfume should be conservative. Remember that people may have allergies or other medical conditions that can be affected by colognes and perfumes.

Good personal hygiene must be practiced at all times.

Unless indicated otherwise, Friday may be considered casual day. Casual attire does not include recreational/workout wear as Volunteers are still expected to portray a professional office work environment. The overall look of the Volunteer should display readiness to conduct business and represent Safe City Mississauga in a professional, but relaxed manner. Jeans that are not tattered, Capri length pants, tennis/running shoes, t-shirts, etc. are permitted. Should a Volunteer have questions to what is permitted as casual attire are encouraged to speak to their supervisor.

Exceptions to Casual Day:

1. External event or meeting in which a Volunteer is attending and in which the perception of casual wear may not be favoured upon.
2. External event in which the dress code is stated (such as Business, Formal, etc.).
3. Events hosted by Safe City Mississauga in which a business or formal attire dress code is set.

When a Volunteer violates the dress code policy, management may send them home to change into acceptable attire. The time away will not be included in total volunteer hours. Management will determine what is appropriate based on these guidelines. If a Volunteer is sent home or is warned three times, a written warning will be issued and placed in the Volunteer's personnel file. Continued violations may subject the Volunteer to further disciplinary action, up to and including termination.

7.4 Public Information and Media

The information the public receives from the radio, print and broadcast media has a tremendous impact on the image the public develops of Safe City Mississauga. The

relationship that Safe City Mississauga and its Volunteers develop with the local media is critical in developing public support and trust. Moreover, Safe City Mississauga has a responsibility to promote a positive image. All information given to the public should be authorized for release by the Manager and/or Executive Director.

7.5 Volunteer Socializing

Safe City Mississauga encourages positive and friendly interactions amongst all volunteers, however with this in mind, Safe City Mississauga wants to ensure and preserve a working environment that has clear boundaries between personal and professional relationships. This is believed to be the best practice for conducting business in a professional manner. This policy establishes clear boundaries with regards to how relationships develop at work and within the confines of the work area.

During working hours and in work areas, Volunteers of Safe City Mississauga are expected to keep all personal interactions limited and at a professional level to avoid distracting or offending others.

7.6 Social Functions

Safe City Mississauga at times, plans and hosts social events for Volunteers to attend that take place in the office. These events may take place to celebrate a birthday or service anniversary and may be recognized with a card or gift from Management and other Safe City Mississauga staff. Other social events planned by Safe City Mississauga may be planned from time to time for other occasions such as holidays, etc. While alcohol may be served, Volunteers should refrain from becoming intoxicated. Even at social events, Volunteers must remember that they are representing Safe City Mississauga and ensure that they are upholding Safe City Mississauga's positive reputation at all times.



MISSION

Safe City Mississauga will lead and partner to deliver crime prevention services and initiatives for a safe city.

VISION

Mississauga will be a crime-free city for all.

STRATEGIC GOALS

Effective Service Delivery

This Strategic Goal encompasses all that is required to ensure excellent delivery of meaningful crime prevention services and initiatives.

Recognized as a Leader in the Crime Prevention Sector

This Strategic Goal involves undertaking those actions that result in strengthening the organization's credibility, presence and strategic leadership position amongst its crime prevention peers and increasing the public's awareness of Safe City Mississauga.

Relevant & Adequate Research Capacity

This Strategic Goal requires the implementation of those actions that will enhance the organization's ability to make research and evidence-based decisions regarding programs and activities, as well as anticipate issues and trends requiring proactive leadership.

Relevant Measurement & Evaluation Framework

This Strategic Goal includes those actions that will set the foundation for ongoing continuous improvement, service/program evaluation and success measures, including a commonly understood evaluation & measurement framework amongst the Board and staff.

Strong, Capable Organization

This Strategic Goals encompasses the management and implementation of the processes and structures that will ensure that the organization is well-equipped at all levels to execute its mission.



EMERGENCY CONTACT INFORMATION

In the case of an emergency, please list two contacts who can be reached for notification.

VOLUNTEER NAME: _____

EMERGENCY CONTACT ONE:

NAME: _____ RELATION: _____

HOME: _____ BUSINESS: _____ EXT: _____

CELL: _____ E-MAIL: _____

EMERGENCY CONTACT TWO:

NAME: _____ RELATION: _____

HOME: _____ BUSINESS: _____ EXT: _____

CELL: _____ E-MAIL: _____

ALLERGENS

Please let us know if you have any allergies.

1. _____

3. _____

2. _____

4. _____

Should you require medication for your allergy do you carry this with you? (Ex: Epi-Pen)

YES ____ NO ____

Confidentiality Notice: Any and all personal information supplied by Safe City Mississauga Volunteers on this form is considered confidential. Information will only be accessed in the case of an emergency by those with the authority to access.



ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) CUSTOMER SERVICE POLICY

OUR COMMITMENT

Safe City Mississauga is committed to improving accessibility and providing equitable customer service. We adhere to the Accessibility for Ontarians with Disabilities Act (2005) and the Integrated Accessibility Standards Regulation (IASR) as applicable to a small not-for-profit organization (Class 5).

USE OF SERVICE ANIMALS, SUPPORT PERSONS & ASSISTIVE DEVICES

Service Animals

Safe City Mississauga welcomes persons with disabilities who are accompanied by a service animal onto the premises in which our services are offered, to access our services. If the service animal is excluded by law (e.g. health or safety laws) in an area owned or operated by another Property Owner in which Safe City Mississauga offers services, Safe City Mississauga will strive to use other measures to accommodate the person with a disability, as per that Property Owners Accessibility Policies. In the event a Volunteer or customer is allergic to animals, alternative arrangements will be negotiated. While visiting Safe City Mississauga, it is the responsibility of the person with a service animal to always control the animal.

Support Person

Safe City Mississauga welcomes onto the Safe City Mississauga premise, persons with disabilities who are accompanied by a support person. Persons with disabilities will always have access to their support person, unless otherwise discussed and agreed. If a fee is charged for the admission of a support person, the fee will be communicated and posted.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person. Should the individual be a minor, this consent is to be provided by their parent and/or guardian.

Assistive Devices

Safe City Mississauga welcomes persons with disabilities to use their own personal assistive devices as may be required to access our services.

NOTICE OF TEMPORARY DISRUPTION

Safe City Mississauga will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the disruption, and its anticipated duration. We may not be able to give advance notice in the case of an emergency disruption. In the instance of temporary disruptions in an area owned or operated by another Property Owner in which Safe City Mississauga provides services, efforts will be made by Safe City Mississauga to provide notice to customers, however may not be possible in all circumstances. Printed notices will be displayed prominently at the entrance to Safe City Mississauga's office and service locations.

FEEDBACK PROCESS

Safe City Mississauga is committed to accessibility standards for customer service and will provide the following avenue for feedback to be received and responded to:

- **Email:** info@safecitymississauga.on.ca
- **Telephone:** 905-615-4155
- **Mail / Handwritten Letters:**
Safe City Mississauga
1055A - 300 City Centre Drive
Mississauga, ON L5B 3C9

MODIFICATIONS TO THIS OR OTHER POLICIES

Safe City Mississauga is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Safe City Mississauga retains the right to amend or change this policy at any time; however, any such change will only be made after considering the impact on people with disabilities.