



# VOLUNTEER REGISTRATION FORM

Name \_\_\_\_\_

Phone (H) \_\_\_\_\_ e-mail \_\_\_\_\_

Address \_\_\_\_\_ Post Code \_\_\_\_\_

Emergency Contact \_\_\_\_\_ Phone \_\_\_\_\_  
Name

Are you a youth volunteer? \_\_\_\_\_ School \_\_\_\_\_

Do You Drive? \_\_\_\_\_ Class IV Drivers License? \_\_\_\_\_ Have Own Car? \_\_\_\_\_

First Aid Training? \_\_\_\_\_ CPR? \_\_\_\_\_ Other? \_\_\_\_\_

Days and Hours Usually Available \_\_\_\_\_

Do You Have Relevant Work, Volunteer, or Training Experience that would be Useful For Us to Know?  
\_\_\_\_\_

Volunteer Areas of Interest (Please Check)

Food Services \_\_\_ Arts/Library \_\_\_ Drop In Lounge \_\_\_ Gardens \_\_\_ Driving \_\_\_ Building Maintenance \_\_\_ Crafts \_\_\_

Phoning \_\_\_ Seniors \_\_\_ Fundraising \_\_\_ Office \_\_\_ Education \_\_\_ Youth \_\_\_ Summer Camps \_\_\_ Leading a Group \_\_\_

New Canadians \_\_\_ Children \_\_\_ Families \_\_\_ Special Needs \_\_\_ Low Income Families \_\_\_ Other \_\_\_\_\_

Active medical coverage is required at all times for Alexandra Neighbourhood House volunteers. In the event that a volunteer is injured, ill or in need of medical attention, he/she authorizes Alexandra Neighbourhood House staff to seek medical care and/or admit to hospital.

Personal Health Number (Care Card) \_\_\_\_\_

Signature \_\_\_\_\_

***Thank You For Taking the Time To Fill Out This Form.***

***Your Interest In Becoming A Volunteer at Alexandra Neighbourhood House is Very Much Appreciated!***

Personal information collected above may be used to inform you about Alexandra Neighbourhood House activities, or provide information about fundraising opportunities. Please check here if you'd prefer that we don't contact you \_\_\_\_\_.

**PRIVACY STATEMENT**

We collect the personal information above in order to maintain contact with you and to provide you with information about future programs, services and events. We do not share your personal information with any external individual or group without your written permission unless required by law or in a medical emergency.

***I consent to being interviewed, photographed/videotaped and to have my name used by or for Alexandra Neighbourhood House and/or the Association of Neighbourhood Houses of BC, or by any third party funder or independent media associated with/on behalf of Alexandra Neighbourhood House, with the understanding that it may be used for publicity materials including social media, and/or fundraising purposes by Alex House, ANHBC or its funders/associated media, now or at any time in the future.***

***I understand that I can withdraw my consent at any time by contacting the Alexandra Neighbourhood House Executive Director.***

Print Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

# VOLUNTEER/AGENCY AGREEMENT

## I. Agency

We, Alexandra Neighbourhood House, (Agency), agree to accept the services of \_\_\_\_\_ beginning \_\_\_\_\_ and we commit to the following:

1. To provide adequate information, training, and assistance to enable the volunteer to meet the responsibilities of the position.
2. To ensure diligent supervisory aid to the volunteer, and to provide feedback on performance.
3. To respect the skills, dignity, and individual needs of the volunteer, and to make every effort to adjust to individual requirements.
4. To treat the volunteer as an equal partner with agency staff, jointly responsible for accomplishment of the agency mission.

## II. Volunteer

I, \_\_\_\_\_ agree to serve as a volunteer, and

1. To perform my volunteer duties to the best of my ability
2. To adhere to agency rules and procedures including record keeping requirements and confidentiality of agency and client information.
3. To meet time and duty commitments or to provide adequate notice so that alternate arrangements can be made.
4. To respect the skills, dignity, and individual needs of all clients, staff and volunteers.
5. To act at all times as a member of the team responsible for accomplishing the mission of the agency.

## III. Agreed To:

Volunteer: \_\_\_\_\_ Agency Rep: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_





## CONFIDENTIALITY POLICY AND PROCEDURES

### Policy Statement:

Alexandra Neighbourhood House (the agency) recognizes that all persons involved with the agency have the right to privacy. The agency itself also has a right to have its internal processes, relationships and business dealings treated with discretion by staff, contractors and volunteers.

Information that is not readily available to the public or would expose Alexandra Neighbourhood House to breach of trust charges or harm will be treated as confidential.

Similarly, internal agency matters will also be treated as confidential unless required by those Alexandra Neighbourhood House representatives formally authorized to communicate regarding these issues.

Under no circumstances will Alexandra Neighbourhood House staff, contractors or volunteers use or communicate any confidential information for any purpose other than that directly related to their duties with Alexandra Neighbourhood House.

A breach of this policy will result in disciplinary action, up to and including dismissal.

### Procedures:

When confidential information is requested volunteers/staff/contractors receiving the request must direct it to the Alexandra Neighbourhood House Executive Director. Under no circumstances may volunteers, contractors or staff release information without the authorization of the Alexandra Neighbourhood House Executive Director unless it is released in keeping with the client release and consent forms previously signed by the client, or in relation to service provision with the Ministry of Children and Family Development.

Client confidentiality does not include keeping client information from supervisors, or failure in the "duty to report" abuse, alleged abuse or concern regarding potential abuse/harm to a child or vulnerable adult.

This policy is to be applied within the context of relevant British Columbia and Canadian statutes including the Personal Information Protection Act of BC and the Child Family and Community Service Act of BC.

All staff/contractors/volunteers employed or engaged by Alexandra Neighbourhood House must complete the following Confidentiality Policy Agreement as a condition of their employment, contract or volunteer placement



**ALEXANDRA NEIGHBOURHOOD HOUSE  
CONFIDENTIALITY POLICY AGREEMENT**

**Receipt of Policy:**

I, \_\_\_\_\_, acknowledge that on this date I received a copy of the Alexandra Neighbourhood House Confidentiality Policy. I also acknowledge that I have read and understood this policy, its procedures and the consequences of breaching the policy.

Further, I understand that all matters and information pertaining to clients, participants, volunteers, employees, donors, members or Alexandra Neighbourhood House agency business which I have gained within or as a result of my associations with Alex House, must be treated as confidential.

**Compliance with Policy:**

I, \_\_\_\_\_, agree to abide by the Alexandra Neighbourhood House Confidentiality Policy. More specifically, under no circumstances will I pass on confidential information, either inside or outside the organization in any manner, other than to persons authorized to receive such information in the course of their duties.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

A signed copy of this agreement will be retained in the relevant employee or volunteer's file.



# ELECTRONIC INFORMATION/COMMUNICATION SYSTEMS POLICY AND PROCEDURES

This policy applies to all “users” (including staff and volunteers) of Alexandra Neighbourhood House electronic information/communication systems.

## General Policy Statement

- The Alexandra Neighbourhood House computers, software programs, internet accounts and websites related to Alexandra Neighbourhood House and/or Alexandra Neighbourhood House programs/services, email accounts and addresses, and all information created, accessed or stored using Alexandra Neighbourhood House electronic applications and systems are the property of Alexandra Neighbourhood House.
- Alexandra Neighbourhood House computers, communication systems and software are to be used for conducting Alexandra Neighbourhood House business, research and educational purposes, in a manner that is ethical, legal and consistent with the best interests and policies of the organization.
- Alexandra Neighbourhood House management has the right to restrict or deny computer or email access to any individual who uses Alexandra Neighbourhood House electronic information/communication systems inappropriately or who fails to abide by the policies and procedures set out herein. Denial may be permanent and is at the full discretion of Alexandra Neighbourhood House.

## Specific Policies and Procedures:

### Software

- a) All documents related to Alexandra Neighbourhood House operations and business must be produced using software that is owned/licensed by Alexandra Neighbourhood House/ANH and approved for the intended purpose.
- b) Users may not make copies of software applications running on, or information stored in Alexandra Neighbourhood House systems for personal or other reasons without authorization from Alexandra Neighbourhood House management.

### Passwords

- c) Persons using Alexandra Neighbourhood House computer systems must provide management with any and all passwords This includes passwords for computer access/log-in, email and web access to email accounts. Alexandra Neighbourhood House management has the right to by-pass and/or change passwords to computers and/or email.
- d) Users must not reveal passwords to anyone other than a staff person/volunteer authorized by Alexandra Neighbourhood House management to have access; further, authorized users must not leave computers open for non-authorized users to access.

### E-Mail, Websites and Network Access

- e) Users other than authorized Alexandra Neighbourhood House staff must not establish websites/email accounts/user names in the name of Alexandra Neighbourhood House or any Alexandra Neighbourhood House program without the prior authorization of management.



- f) Staff and volunteers other than authorized Alexandra Neighbourhood House staff must not negotiate or commit Alexandra Neighbourhood House to services, or changes in service, related to electronic information/communication systems (e.g. internet service providers, web-site services, etc.) without prior authorization by management.
- g) E-mail has the same legal and practical effect as other written communications. Users should use the same judgment and discretion when sending e-mail as they would when sending other written correspondence. In no way may a staff person or volunteer represent Alexandra Neighbourhood House in a way that would be considered inappropriate in a formal letter or use email in a manner that would not be allowable in other forms of written correspondence.
- h) Users must not use e-mail or use the web to send Alexandra Neighbourhood House-related information of a confidential nature to any unauthorized person.
- i) No e-mail attachments from unknown or questionable sources should be opened.
- j) Users will not harass, intimidate, threaten others or engage in other illegal activity (including pornography, terrorism, espionage, theft or drugs) via e-mail or other postings. Connecting to sites that contain material that infringes on human rights, that is demeaning, offensive, or of questionable content is not permitted. In addition to violating this policy, such behavior may violate other organizational policies, or civil or criminal laws. Alexandra Neighbourhood House will take appropriate action with respect to potential civil or criminal offenses related to a volunteer or staff person's failure to abide by this policy.
- k) Volunteers and staff may not use Alexandra Neighbourhood House electronic information and communication systems for activities such as running an on-line business, gambling on line, or similar activities.

### Personal Use

- l) Volunteers and staff may use Alexandra Neighbourhood House computers, software and internet access for personal use during non-working times provided this use is consistent with all other parts of this document and does not interfere/conflict in any way with Alexandra Neighbourhood House business. Further, volunteers and staff accept that when they use Alexandra Neighbourhood House electronic information and communication systems for personal use, it is with the understanding that all information stored on or obtained using Alexandra Neighbourhood House electronic communication systems is the property of Alexandra Neighbourhood House and/or may be monitored. In using Alexandra Neighbourhood House electronic communication systems for personal use, employees or volunteers acknowledge and consent to this policy.
- m) Volunteers and staff may not connect personal computers to the Alexandra Neighbourhood House network without authorization from management.
- n) Any staff person or volunteer using Alexandra Neighbourhood House computers for personal use and wishing to save information must provide their own media at their own expense.
- o) All associated printing of personal material from computers must be paid for by the volunteer or staff person at standard outside rates for printing or photocopying.

### Electronic Data Storage and Downloads

- p) Users must not retain copies of Alexandra Neighbourhood House-owned electronic data or software other than at Alexandra Neighbourhood House office locations without the permission of Alexandra Neighbourhood House management.



q) CD's and Disks containing client file or other confidential information must be securely stored, using the same procedures as apply to paper documentation and information (see Alexandra Neighbourhood House Client Record Keeping Policies and Procedures).

r) No software, games or other applications may be installed on, or downloaded from any system without authorization by Alexandra Neighbourhood House management.

s) Users of Alexandra Neighbourhood House electronic information and computer systems must not download information or files from the internet that may be protected by copyright and trademark laws.

### Miscellaneous

t) Alexandra Neighbourhood House staff who allow registered Alexandra Neighbourhood House volunteers the use of Alexandra Neighbourhood House information/communication systems are required to ensure that the volunteer fully understands the policies and procedures outlined herein and that he/she agrees to abide by them in using the computers. The volunteer must sign the Computer, Internet and Email Agreement and the staff person must ensure that the signed agreement is placed in the volunteer's file.

u) Only Alexandra Neighbourhood House staff and registered Alexandra Neighbourhood House volunteers may use Alexandra Neighbourhood House electronic information and communications systems (computer, email, internet, printer, etc. Any other use must be authorized by Alexandra Neighbourhood House management, without exception.

v) Alexandra Neighbourhood House management may at any time, and without notice, monitor use of Alexandra Neighbourhood House electronic information/communication systems to ensure compliance with this policy.

w) Users may not import, copy or store copyrighted material without permission from the author.

x) Users must not display images on computer screens that could be considered inappropriate by others viewing the images, that is which could be constituted as harassment, discrimination, intimidation, an infringement of human rights, offensive or otherwise of questionable content.



ALEXANDRA NEIGHBOURHOOD HOUSE  
ELECTRONIC INFORMATION AND COMMUNICATION SYSTEM AGREEMENT

I, \_\_\_\_\_ hereby acknowledge that on this date I received a copy of Alexandra Neighbourhood House Electronic Information and Communication System Policy and Procedures. I have read and understood the policy and procedures.

Further, I agree to abide by the policy and procedures, and understand that violation of the policy and procedures outlined herein may lead to temporary or permanent removal of access privileges to Alexandra Neighbourhood House electronic information/communication systems and/or disciplinary measures in keeping with ANH Personnel Policies and Alexandra Neighbourhood House Volunteer Policies and Procedures.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This form will be maintained in the relevant employee or volunteer file.





# EXTERNAL RELATIONS POLICY AND PROCEDURES

## General Policy Statement

Alexandra Neighbourhood House external communications and external relationships must be undertaken in keeping with Alexandra Neighbourhood House policies and failure to do so may put the agency at risk. Alexandra Neighbourhood House management, at its full discretion, has the right to limit the external communications and external relationships of Alexandra Neighbourhood House staff and volunteers if such communications/relationships are undertaken on behalf of Alexandra Neighbourhood House.

## Scope

All external relations and external communications that are undertaken either on behalf of Alexandra Neighbourhood House or that appear to be undertaken on behalf of Alexandra Neighbourhood House, including all media relations.

## Definitions

Alexandra Neighbourhood House management: the Alexandra Neighbourhood House Executive Director or authorized designate.

External relations: including but not limited to media communications, written correspondence to parties outside Alexandra Neighbourhood House, participation in networks, coalitions and partnership initiatives, and relationships/communications of a similar nature.

Media relations: information provided in any form to any media entity.

Personal information: names, photographs, testimonials and any other identifying personal information.

## Specific Policies and Procedures

### Media Relations

- a) Alexandra Neighbourhood House staff and volunteers may provide content to media representatives that is of an information nature only as a means of marketing programs, services and events.
- b) Staff and volunteers must not provide information to the media about Alexandra Neighbourhood House sponsors or funders without prior permission from the Alexandra Neighbourhood House Executive Director.
- c) Staff and volunteers must not make commentary or respond to questions from the media unless they are ONLY to clarify information in (a) above.
- d) Only the Alexandra Neighbourhood House Executive Director may speak on behalf of Alexandra Neighbourhood House. Media inquiries of any and all kinds, with the exception of those relating to (a) above must be directed to the Alexandra Neighbourhood House Executive Director. No assumption should be made that the media has obtained this approval.
- e) All commentary, other than that of an information nature, about the Association of Neighbourhood Houses of BC, must be directed to the Executive Director – ANH.



- f) Personal information may only be released in keeping with Alexandra Neighbourhood House Policies and Procedures regarding Release and Consent to Use Personal Information for Publicity Purposes.
- g) Alexandra Neighbourhood House staff and volunteers acknowledge and understand that, while they may make personal commentary to the media about particular issues, they must do so without making any association or without allowing any association between their name, commentary and their relationship with Alexandra Neighbourhood House/ANH. Further, they acknowledge that they will make such personal commentary in a way that it does not reflect inaccurately or negatively on Alexandra Neighbourhood House/ANH, this being even more important when readers/viewers/listeners of media coverage may make an incorrect assumption that the person, given their position in Alexandra Neighbourhood House, is representing the agency or its views.

#### Communications with Elected Officials and Funders:

- a) Communications of all kinds that is undertaken by Alexandra Neighbourhood House staff or volunteers with elected officials and funders must be undertaken with the authorization of the Alexandra Neighbourhood House Executive Director.
- b) Written correspondence to elected officials and Alexandra Neighbourhood House funders must be signed only by the Alexandra Neighbourhood House Executive Director or her/his authorized designate (and Chairperson, Alexandra Neighbourhood House Community Board, if relevant to the issue at hand).

#### Networks and Collaborative Initiatives:

- a) Alexandra Neighbourhood House staff and volunteers may participate in networks, coalitions and collaborative initiatives within the scope of their job descriptions and with the authorization of their supervisor, unless it is clear to all parties that the staff person is participating solely on a personal basis and without any connection to Alexandra Neighbourhood House and without payment for staff time.
- b) Alexandra Neighbourhood House staff and volunteers who participate in networks, coalitions and collaborative initiatives may only commit Alexandra Neighbourhood House and/or its resources within the scope of their job description. Alexandra Neighbourhood House staff and volunteers that commit Alexandra Neighbourhood House or its resources beyond what they are authorized to do so will be personally liable for such commitments unless they have made these commitments in consultation with their supervisor and with a reasonable understanding that they were within the scope of their job descriptions. An Alexandra Neighbourhood House staff person or volunteer must therefore take all steps necessary to understand the scope of decision-making authority within his/her job description.
- c) The Alexandra Neighbourhood House Executive Director must authorize all formal agreements with other agencies, groups and institutions and will do so by formal written agreement. This includes but is not limited to agreements with educational institutions for practicum students, program partnerships, and the like.



Advocacy:

- a) Alexandra Neighbourhood House staff must not commit Alexandra Neighbourhood House to positions on issues but, rather, must forward such issues to the Alexandra Neighbourhood House Executive Director for follow-up.
- b) The Alexandra Neighbourhood House Community Board, or in urgent situations, the Community Board Executive or Chairperson, must approve all public positions that Alexandra Neighbourhood House takes on issues in the public domain.

Letterhead, Business Cards and Electronic Communication Resources:

- a) The use of Alexandra Neighbourhood House letterhead and business cards is confined to official purposes. Letterhead, business cards and similar communication resources must not be used by any person for a purpose other than one required as part of the person's job description. Alexandra Neighbourhood House staff and volunteers must also ensure that these communication resources are secured and must not allow another party to use them for unauthorized purposes.
- b) Only the Alexandra Neighbourhood House Executive Director, or her/his authorized designate and the Chairperson of the Alexandra Neighbourhood House Community Board is authorized to sign written or electronic correspondence to elected officials or funders.
- c) Staff must not communicate externally (for example, by forwarding internal messages to external bodies) any electronic or paper communiqué intended for internal purposes.

Research

- a) All requests to participate in research (surveys, questionnaires, focus groups, interviews, etc.) on the part of Alexandra Neighbourhood House staff, volunteers and participants, when such research is carried out because of the person's/subject's association with Alexandra Neighbourhood House, must be approved by the Alexandra Neighbourhood House Executive Director who will ensure that appropriate research standards/ethics reviews are adhered to.

Memberships:

- a) The Alexandra Neighbourhood House Executive Director must approve memberships that are taken out in all other organizations.

Miscellaneous:

- b) For all external relations not covered specifically within this policy, Alexandra Neighbourhood House staff and volunteers must not represent Alexandra Neighbourhood House in a manner that is not reasonably understood as part of the person's job description unless the person has obtained authorization from the Alexandra Neighbourhood House Executive Director.

References:

ANH Protection of Personal Information Policy  
Alexandra Neighbourhood House Electronic Information and Communication Systems Policy and Procedures  
Alexandra Neighbourhood House Confidentiality Policies and Procedures  
Alexandra Neighbourhood House Client Recordkeeping Policies and Procedures



ALEXANDRA NEIGHBOURHOOD HOUSE  
EXTERNAL RELATIONS AGREEMENT

I, \_\_\_\_\_ hereby acknowledge that on this date I received a copy of Alexandra Neighbourhood House External Relations Policy and Procedures. I have read and understood the policy and procedures.

Further, I agree to abide by the policy and procedures, and understand that violation of the policy and procedures outlined herein may lead to disciplinary measures in keeping with ANH Personnel Policies and Alexandra Neighbourhood House Volunteer Policies and Procedures.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This form will be maintained in the relevant employee or volunteer file.

## Option 1. Submitting Online Application, STEPS TO FOLLOW TO REQUEST CRC's BY THE VOLUNTEER

---

1. Go to <https://justice.gov.bc.ca/eCRC/home.htm>
2. Enter access code: X38SMASZSK
3. Follow the steps on the web
4. Fill the form with applicant/volunteer information. *(Please note that if time at current address is less than 24 months you should include at least one previous address)*
5. Answer identity verification questions (based on your Canadian credit history)
6. The result will be sent directly to your organization once completed

If for some reason you are unable to complete the EIV (Electronic Identity Verification) a screen will appear. Print off the page and submit your application manually. Remember to sign and date the bottom of the form and take it to your organization to have your ID checked manually prior to submitting to the CRRP.

---

*The Office Administrator at Central Office will mail Online CRC Clearance letters within 5-10 business days to the person at the Neighbourhood House who requested the CRC.*

## Option 2: Submitting Paper Applications STEPS TO FOLLOW TO REQUEST CRC's (BY THE HOUSES)

---

If you have to submit a paper application please go to:

<http://www.pssg.gov.bc.ca/criminal-records-review/volunteer/index.htm>

- Under Volunteer Information, click Manual Paper Process
- Download the *Volunteer Consent for a Criminal Record Check* form
- Fill out the form. ID Number is 1422415. Contact Person: Neil Fernyhough
- Fax the Consent form to 250-356-1889 (2 pages) or mail to:

Criminal Records Review  
Ministry of Justice  
PO Box 9217, Stn Prov Gov't  
Victoria, BC  
V8W 9J1

---

*\* The Office Administrator at Central Office will mail Online CRC Clearance letters within 5-10 business days to the person at the Neighbourhood House who requested the CRC.*

**Additional information about the CRRP is available at**

<http://www.pssg.gov.bc.ca/criminal-records-review/> or telephone 1-855-587-0185

<http://www.pssg.gov.bc.ca/criminal-records-review/shareddocs/walk-thru-guide.pdf>

**For more information please contact ANHBC Central Office at 604-875-9111 ext 100 or [central@anhbc.org](mailto:central@anhbc.org)**