

Société Alzheimer Society

BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Volunteer Handbook

You can make a difference



1-800-565-4614
volunteers@alzda.ca

Welcome



M Lewis
Michelle Lewis, CEO

Navigating the journey of Alzheimer Disease or related dementias can be challenging and our Alzheimer Society’s mission and passion is to support those individuals. **Thank you** for being part of our dedicated team that is committed to providing compassionate care and fostering a sense of belonging.

We appreciate your time, talents, and experience which fosters a community where individuals are not alone and where understanding and support are at the heart of everything we do.

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Who we are

About Us

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton (also referred to as “ASBHNHH”, “the Alzheimer Society” or “the Society” throughout this handbook) is the local community agency dedicated to supporting families living with dementia. We are part of a network of Alzheimer Societies operating across Ontario offering a variety of services in our region.

We support people living with dementia, care partners and allied health care professionals within our geographic area, including City of Brantford, Brant County, Haldimand County, Norfolk County, City of Hamilton, Halton Region.

We work collaboratively with the Indigenous communities of Six Nations of the Grand River and Mississaugas of the Credit First Nation to bring programs and services to their communities.

Philosophy of Care

The Alzheimer Society believes that people affected by dementia have **the right to the highest possible quality of life and quality of care**. The Society believes that care should be tailored to the unique needs, interests, habits and desires of carers and persons living with dementia served, regardless of the stage of the disease.

Mission

People with dementia are at the centre of everything we do. The Alzheimer Society leverages its own and community resources to deliver health promotion, advocacy, and support services to people with dementia, those at greatest risk of developing dementia and their care partners.

We embrace the Alzheimer Society of Canada’s mission to alleviate the personal and social consequences of Alzheimer’s disease and other dementias and to promote research.

Vision

People affected by dementia live well as vital and integral members of their community.

Values

Passion – Inclusivity – Excellence – Leadership – Integrity –
Accountability – Flexibility

Our Strategic Directions

The Alzheimer Society Brant, Haldimand Norfolk, Hamilton Halton sets strategic directions for the organizations every 3-5 years, which are approved by the Board of Directors. Our current Strategic Plan Summary will always accompany this Orientation Handbook and updated copies can be obtained by request through your local Volunteer Engagement Coordinator.

Alzheimer Society is International

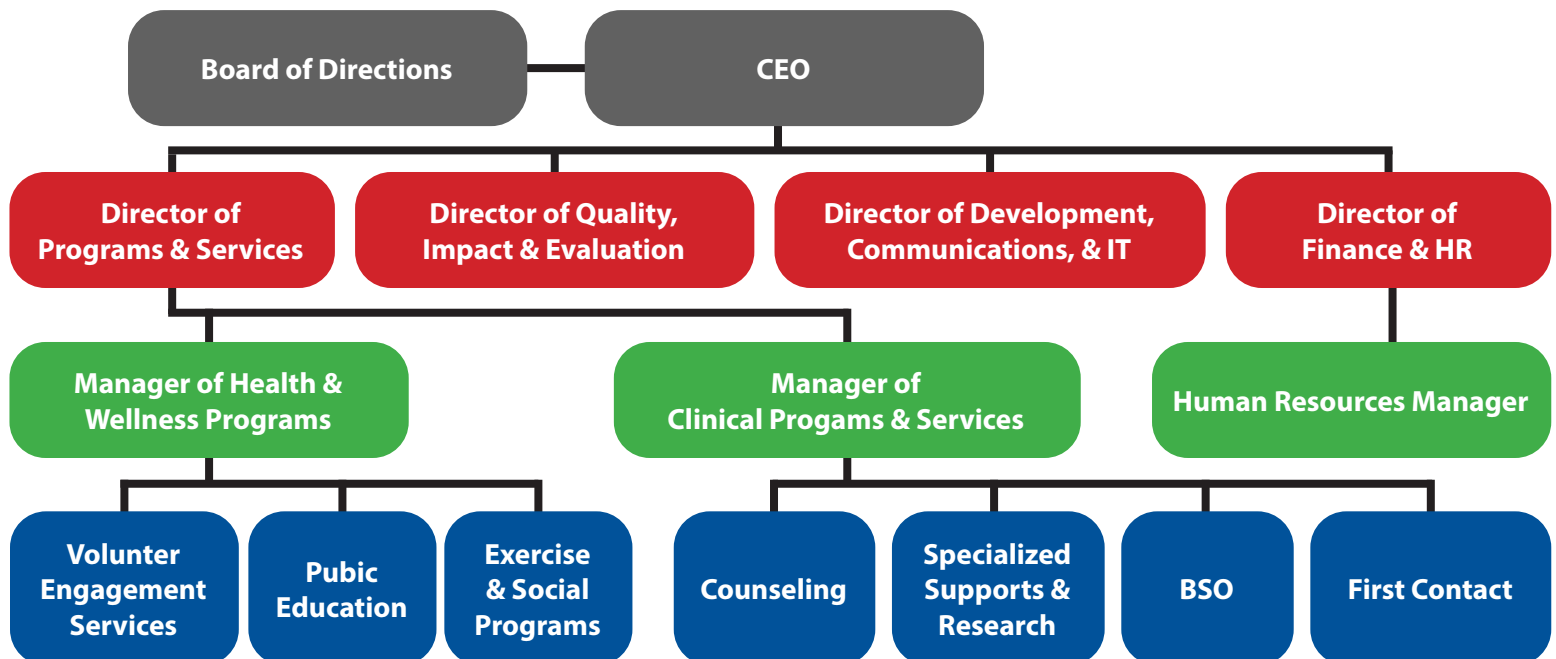
Alzheimer Society International
85 Member Countries

Alzheimer Society of Canada
10 Member Provinces

Alzheimer Society of Ontario
29 Member Societies

Société Alzheimer Society
BRANT, HALDIMAND NORFOLK,
HAMILTON HALTON

Alzheimer Society Organizational Structure



Our Programs

The **First Link Referral Program** is designed to help individuals with dementia get the help they need as soon as possible.

Health Promotion Programs encourage a healthy lifestyle and social opportunities in a dementia-friendly environment.

Counselling & Support Groups are for persons living with dementia and their care partners.

Exercise Programs offer exercises designed for older persons.

Education Programs for family, friends & persons with dementia are offered throughout the stages of the disease.

Psychogeriatric Resource Consultant provide support to Long Term Care homes and community agencies, through the identification of strategies and resources to meet client, resident and staff needs.

Public Awareness Activities, Speakers & Presentations provided to groups & organizations requesting information related to dementia.

BSO Outreach Team, Responsive Behaviour Specialists and Intensive Case Managers help older persons, who have a cognitive impairment and are experiencing responsive behaviours, continue to live in their homes.

Meaningful Volunteer Opportunities offer learning experiences and enrich our programs and services.

For the full list of programs and more information please visit:
www.alzda.ca

Client Bill of Rights

The Client Bill of Rights reflects the organization's mission, values and guiding principles and is a key factor in the planning, delivery and evaluation of services provided through local chapters. All clients can reasonably expect to be provided a full range of services, including individual support, referral services, support groups, educational workshops and information resources.

All individuals who use the services provided by the Alzheimer Society have:

1. The right to be dealt with in a courteous and respectful manner and to be free from mental, physical and financial abuse;
2. The right to be dealt with in a timely manner that respects client dignity and privacy and that promotes client autonomy;
3. The right to be dealt with in a manner that recognizes client individuality and that is sensitive to and responds to client needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors;
4. The right to receive service which supports the management of client health and care, and make informed decisions: person-centred care;
5. The right to have information about the service(s) provided and who will provide these service;
6. The right to participate in assessment of their requirements and development of their Plan for Intervention, as well as participation in any and all reviews, evaluations and revisions of the client plan of service;
7. The right to give or refuse consent to the provision of any service offered by the Alzheimer Society and/or referral to a community agency;
8. The right to raise concerns or recommend changes in the service provided to them (and in connection with policies and decisions that affect their interests), to the Alzheimer Society, government officials or to any other person/party, without fear of interference, coercion, discrimination or reprisal;

9. The right to be informed of the laws, rules, and policies, which direct the operation of the Alzheimer Society;

10. The right to be informed in writing of the procedures for initiating complaints about the Alzheimer Society;

11. The right to have their records kept confidential, with disclosure only when the Society is required or allowed by law.

Client Responsibilities

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton offers inclusive programs with intent to provide a mutually respectful and safe environment for all clients, employees, volunteers, and visitors. All of us have the right to share our thoughts, experiences, and perspectives in an environment that is respectful and free from discrimination and abuse. Behaviours that negatively impact our respectful environment are not acceptable and will not be tolerated.

"He is always happy to talk and reminisce and also asked me questions this time about how I got involved with Alzheimer Society and what is new in Paris. His wife says the steady hum of conversation means I must be doing something right!"

In Home Social Recreation Volunteer

Our Volunteer Philosophy

The Alzheimer Societies in Ontario value and respect all volunteers and the effort they provide to the mission of local societies. Volunteers participate with the staff team at all levels of the Alzheimer Society, enhancing our services and ensuring that our services are responsive to our clients' needs. The Alzheimer Society actively seeks ideas from volunteers. They have unique skills, talents, knowledge, ideas, and comments that improve our programs, policies, procedures, and other agency concerns. We appreciate and welcome these contributions.

Strategic volunteer engagement is the key to our success. Volunteers translate our goals and values into work that is meaningful and mutually rewarding. Our Societies' ability to meet our mission depends on attracting and retaining skilled volunteers. We engage volunteers with positions that reflect their skills and knowledge, make effective use of their time, and offer meaningful opportunities.

By providing orientation and training we enable volunteers to excel so they can provide the best service and improve the quality of life of persons affected by dementia. We aim to provide recognition and thanks in meaningful ways that convey respect and appreciation for their work with us.

Strategic Volunteer Engagement Considers the Benefits for Volunteers



Develop
new skills



Meet new
people



Give back
to your
community



Create
meaningful
connections



Gain knowledge
about dementia



Gain supports
in achieving
your goals

Volunteer Positions

As a charity, we are reliant on contributions of time from volunteers and donations of funds from donors to provide our services. ASBHNHH volunteers are vital to supporting health promotion, advocacy, and support services to people with dementia, their care partners and those at greatest risk of developing dementia. You will find that throughout our locations we provide a welcoming and fulfilling environment for volunteers to contribute their time and talents. Our volunteer positions are organized into six categories.

Group Program Assistant

Volunteers provide support or backup to group facilitators to assist with seminars and groups, opportunities could be after-hours, off-site, virtually and/or in-person.

Group Facilitator

Volunteers facilitate or co-facilitate recreation or social groups for persons living with dementia and/or their care partners, friends, or families.

In Home Social Recreation

Volunteers deliver client-specific recreation activities and social opportunities to persons living with dementia in the home. The aim is to stimulate memory and improve confidence and overall quality of life while providing a weekly break for both the individual and the caregiver.

Teleconnect

Volunteers support persons living with dementia and/or their care partners, by making outreach calls to offer the opportunity for social connections, information, and support, allowing them to cope more effectively, as well as reducing isolation and increasing independence.

Administrative Support

Volunteers assist our program and/or administrative staff with in-office support which could include research, data entry, filing and connecting the community to our services.

Events

Volunteers raise community awareness of Alzheimer Society programs, services and activities through community education opportunities and fundraising events including signature events or hosting your own 'Anything for Alzheimer's' event.

Volunteer Rights and Responsibilities

At the Alzheimer Society, volunteers are treated as members of the team. That means that you have both rights and responsibilities that are important for you to know you are committing to when volunteering with us.

Volunteers with the ASBHNHH have the right to:

- Be properly interviewed, selected, placed, and provided with meaningful assignments and growth opportunities.
- Be provided with a thorough position description which clearly lists the expectations and boundaries of the volunteer opportunity.
- Receive a detailed orientation and training prior to the start of the volunteer role.
- Be treated as a full member of the organization and be considered as colleagues.
- Feel appreciated and recognized for your efforts.

Volunteers with the ASBHNHH have the responsibility to:

- Choose an organization that you can respect and support.
- Only accept a volunteer position that suits your interests and fits with your schedule.
- Be a team player, respect and understand the role of all staff and volunteers.
- Inform your supervisor if you need to reschedule or cancel an assignment/shift.
- Ensure that you understand the organization's policies, procedures, and structure.

***"Knowing I have something to look forward
to every week means a lot."***

Person Living with dementia/In Home Social Recreation participant

Policies and Procedures

Recruitment, Screening and Onboarding

Volunteer applicants will undergo a screening process to ensure suitability to the role and organization. For all applicants, including clients and past staff, the screening process involves completing a volunteer application, an interview, reference checks, police and vulnerable sector checks, and a declaration of potential conflicts of interest. Current staff are welcome to perform volunteer activities with the knowledge that the required onboarding and training overlaps with Human Resources.

Interview/Screening

Applicants that are suitable for a volunteer position will be contacted to arrange an interview. Accommodation for interviews can be made as required on a case-by-case basis at the discretion of the Volunteer Engagement Department. Acceptance as a volunteer is not guaranteed and is up to the discretion of the Volunteer Engagement Department. Some exceptions may apply for volunteers referred through an academic institution or other programs.

Volunteer Application

Volunteers will complete a volunteer application. The application can be accessed online through the ASBHNHH website or by hard copy available at our offices. Some exceptions may apply for volunteers referred through an academic institution or other programs.

References

Two references are required and will be contacted at the discretion of the Volunteer Engagement Department. References should contain one professional reference (work or volunteer related) and one personal reference (friend). The personal reference must not be an immediate family member of the prospective volunteer. Volunteer References are confidential when complete and will not be shared with the Volunteer if a volunteer requests access to their file.

Policies and Procedures

Police Checks and Vulnerable Sector Screening

Due to the vulnerable nature of our clients, most volunteers will be required to complete a Vulnerable Sector Screening (VSS) police check prior to placement. Exceptions may be made for individuals who participate in volunteer activities that are off site or are not client facing (e.g. volunteers who donate knitted twiddle-muffs/ quilts for fidget blankets). Additionally, one-time event volunteers may not be required to submit a vulnerable sector check provided other documentation is completed. Individuals who refuse to comply with this request will not be accepted as a volunteer. We will comply with all federal and provincial legislation regarding the protection of human rights for applicants when conducting any type of record check.

A valid VSS completed within 1 year prior to volunteer placement will be accepted. VSS applications will be provided by the Volunteer Engagement Department, who will advise on your local police department's application process. Where there is a fee for VSS police checks, upon completion of our minimum 3 months service the volunteer will be reimbursed upon request. The volunteer must provide a receipt to the Volunteer Engagement Department to receive the reimbursement.

The volunteer must provide an original copy of the record check to the Volunteer Engagement Department. The original record will be photocopied for record and returned to the volunteer immediately after review. Should a volunteer receive an VSS police check with past or pending information, the Alzheimer Society shall review the volunteer's information on the record check to determine if the volunteer is qualified to fulfill the responsibilities of the volunteer role.

VSS checks can take between 4-6 weeks and as such, training may be completed prior to receiving a completed VSS. Volunteer Placement may be started in advance of VSS clearance in the event an ASBHNHH staff member is present during the volunteer shift.

Volunteers will be required to complete an Offence Declaration form annually. Should an incident occur which would impact the validity of the VSS check, volunteers are required to notify the Volunteer Engagement Department before the volunteer's subsequent shift.

Volunteer Records

Each volunteer shall have a personnel file, maintained in the strictest of confidence by the Volunteer Engagement Department. The Alzheimer Society limits the collection of personal volunteer information to that which is necessary for the purposes identified by Alzheimer Society and will collect such information by fair and lawful means. Volunteer records are kept password protected electronically as is our database. Volunteer records will be kept for a minimum of 7 years after the volunteer leaves the organization for reporting and reference purposes.

Access to volunteer records can be requested by the individual volunteer in writing. Files will be shared with other staff supervisors on a need-to-know basis. The Alzheimer Society may disclose information when required by law, while under audit or when an emergency contact is needed. Volunteers are responsible for submitting and updating information contained in their files such as contact information and professional development certifications. Volunteer records include, but are not limited to the following:

- Volunteer Application
- Volunteer Interview
- Reference Checks
- Copy of Police Record Check
- Volunteer Service Agreements including Confidentiality Form
- Orientation and Training Confirmation Documents

Volunteers will have their records updated as necessary during their annual review. Volunteers may request a correction of factually incorrect personal information about them that is held by the Alzheimer Society. However, this does not extend to information that is related to an opinion, such as that which is documented during the annual review process.

"We played Scrabble this week. We enjoy that a lot and may try Boggle (that I have at home) next time. Thank you for the puzzles, she was delighted with them. We enjoy doing them together and she carries on during the week."

In Home Social Recreation Volunteer

Volunteer Orientation and Training

Volunteer candidates who successfully complete recruitment and screening will undergo volunteer orientation. Sessions will be provided in group or individual format depending on the number of volunteers that require training. Volunteers may request additional training in the event they are not confident or comfortable completing assigned tasks.

Orientation

A full orientation will be completed once a volunteer role has been confirmed and accepted. Volunteers will be provided with the Volunteer Handbook and the policies and procedures will be reviewed. This session will include the opportunity to sign off on forms such as Volunteer Service Agreements, Policies, and Confidentiality.

Dementia and AODA Required Training

On-line courses on AlzEducate or through ASBHNHH on Dementia as well as training of The Accessibility Act for Ontarians are mandatory training for all volunteers. These can be completed on-demand or upon request on an Alzheimer Society volunteer services computer.

Position Training

Specialized Training with specific duties per the volunteer role will be provided as necessary and appropriate to ensure volunteers are properly trained in their responsibilities. Position training will also include a Health and Safety facility tour (H&S board/binders, fire exit locations, first aid kits) and introductions to pertinent staff.

Educational Resources

Alzheimer Society staff are available to answer volunteer questions during their service as well as during their training. Ongoing education is also available through educational resources that volunteers have access to including information in monthly Volunteer eNews, Dementia Resource Libraries, Public Education, and online at AlzEducate and the Alzheimer Society of Ontario's website, covering a variety of topics and education available in 90 languages.

Volunteer Accountability

Volunteers of ASBHNHH are to maintain professional conduct and recognize that they are a representative of the Alzheimer Society to the community. Volunteers are to adhere to the below accountability procedures whether on the phone, online or when meeting in person.

Identification

Volunteers will be asked to identify themselves to clients to provide a dementia friendly experience. Identification may include name tag, screen name, etc. as deemed appropriate by the Volunteer Department.

Professional Appearance

Volunteers are asked to wear workplace appropriate clothing when volunteering.

Smoking/Drugs/Alcohol

ASBHNHH is committed to a smoke, alcohol, and drug free environment. Volunteers must not use or be under the influence of alcohol, cannabis or illegal drugs or medication that impairs performance and judgement while volunteering.

Scent Free

ASBHNHH offices/sites are scent-free spaces. The use of heavily scented products are to be reduced while on any ASBHNHH site.

Expense Reimbursement

Volunteers will not be reimbursed for travel expenses to and from their primary volunteer locations. Other expenses require approval in advance.

Money Handling and Gifts

Volunteers must have the permission of their direct supervisor to handle any money received or dispensed by ASBHNHH. During times when money is involved, staff must be present to perform all monetary duties, exceptions may apply at the discretion of the staff supervisor.

Volunteers shall not accept personal gifts from clients. However, it is recognized and understood that gifts offered by clients are an expression of their gratitude for kindness received. As such, our response to them is very important. Volunteers should remember to validate the client's desire to give, while at the same time suggesting alternative ways that their gratitude may be expressed.

Privacy and Confidentiality

The ASBHNHH collects, uses, and discloses personal health information in order to provide programs and services to our clients. As a health custodian, the ASBHNHH must adhere to the provisions set out in PHIPA (Personal Information Protection Act 2004). Volunteers are expected to follow the organization's privacy and confidentiality policies to ensure that the personal health information relating to clients is safeguarded. Volunteers are required to sign a confidentiality agreement during onboarding and review ASBHNHH policies related to privacy, confidentiality, and consent annually.

Confidentiality: the protection of acquired information about a client. This information is disclosed only when required or allowed by law to do so, or when a client has consented to disclosure.

Privacy: the client's right to control how their personal health information is collected, used and disclosed.

Information Technology (IT) Usage

With permission from an appropriate Society designate, use of the Society's computers, email services, IT systems, and computer network to access resources on the internet is encouraged, where such use supports the goals of the Society. The Alzheimer Society owns all data on Society computers, servers, and systems. The Alzheimer Society has the right to review, copy, delete, backup and store any data (including e-mails) on Society owned systems of any kind, including personal e-mails and text messages. Volunteers will not interfere with the normal operation of any element of Alzheimer Society's IT system.

Media

Any volunteer contacted directly by the media should refer them to their Society supervisor or designate as volunteers are not spokespeople on behalf of Alzheimer Society. If volunteers are asked to speak about their work with the Alzheimer Society at a formal event, they shall inform their Society supervisor and seek information on current client trends, any upcoming promotional events, or current fundraising goals.

Access to Information

ASBHNHH will make every available concession to allow access to relevant information as required in relation to the volunteer's role.

Absences

Shift Cancellation

In the event a volunteer needs to cancel their shift due to illness, severe weather, or personal emergency, volunteers must provide 24 hours advanced notice in writing to their Society supervisor. In case of an emergency with less than 24 hours advance notice, volunteers are to call their direct supervisor.

Extended Absence

If a volunteer will be absent from their volunteer responsibility for an extended period (more than 2 consecutive shifts), volunteers are to inform their Society supervisor 2 weeks in advance.

Change of Placement

A volunteer will discuss their desired change of placement with the Volunteer Engagement Department and provide written notice of this request. This change in placement may be due to a change of interest or ability to commit to the current program or event.

End of Service

The Alzheimer Society asks that volunteers provide notice of their departure prior to leaving. Under circumstances where policies, procedures or practices are ignored by the volunteer, Alzheimer Society will implement appropriate measures to the infraction.

Resignation

The Alzheimer Society understands that over time a volunteer's commitment to the organization can change. We ask that volunteers provide two weeks written notice to allow transitional planning. Resignation occurs when the volunteer has no intention of returning to their volunteering.

Volunteers who resign are asked to complete an exit interview to provide feedback prior to their departure on their volunteer experience.

Re-Application

Former Society volunteers who resigned of their own choosing are welcome to re-apply and may be required to update their onboarding documentation and training.

Notice and Dismissal

Where policies, procedures, or professional practices are ignored or contravened by a volunteer, progressive discipline of volunteers is implemented. Action for the infraction of rules may be applied in the following ways:

1. Verbal Notice / Conversation regarding concerns
2. Written Notice / Warning
3. Dismissal

Action is applied in proportion to the seriousness of the offence and is not required to follow the sequence of the three stages listed above, pending the offence, and at the discretion of the Alzheimer Society. The degree of seriousness is to be noted and understood by both parties and enclosed in the volunteer file.

Volunteer Safety and Reporting

The Alzheimer Society is committed to safety. Efforts are made to create and maintain an environment free from situations of any kind that threatens the safety of any employee, client, or volunteer. ASBHNHH recognizes the value and dignity of each client, volunteer and employee and will make every reasonable effort to identify all potential safety concerns and to minimize these risks by reporting any concerns to their immediate supervisor.

Workplace Accommodations

Volunteers in need of accommodation to fulfill the volunteer role will be accommodated, when possible, provided they are able to perform the essential duties of their own role or other available work and the accommodation does not create undue hardship for Alzheimer Society. If accommodation is required, volunteers are responsible for requesting accommodation from a supervisor, explaining why the accommodation is required and take part in contributing possible accommodation solutions.

Identifying Risks

It is the responsibility of the Volunteer Engagement Department and staff supervisor to assess and mitigate the risks before starting a volunteer in the assigned role as identified in Alzheimer Society's Risk Management Framework.

Volunteers are encouraged to remain alert and aware of surroundings for potential hazards when volunteering. Volunteers are to report any items that may be hazardous or dangerous to the on-site staff member or the Volunteer Engagement Department as soon as possible.

Responding to Emergencies

The staff supervisor is responsible for ensuring the volunteer is aware of the emergency exits, health and safety information boards and emergency contacts per their volunteering location. The Volunteer Engagement Department is responsible for ensuring the volunteer is oriented to the Emergency Preparedness Policy in the event of an emergency. This response plan includes assessing the stages of an emergency, following emergency procedures, and completing an incident report. It is the responsibility of the volunteer to follow the steps outlined in the plan.

Volunteer Safety and Reporting

Responding to Clients in a Heightened Emotional State, Distress or Crisis

Due to the complex nature of working with people, there may be instances where a person presents (in-person, via telephone or virtually), in a heightened emotional state, distress or “crisis”. Although the ASBHNHH is not a crisis service, there are fundamental steps that can be used to effectively support the individual including the use of active listening, giving further information for the crisis service in the region, encourage other supports or involving emergency services. Volunteers should refer to policy ORG-1.13 for further guidance on responding to these situations. Volunteers must report these situations to their supervisor.

Reporting

After an incident has occurred, the Incident/Injury Reporting Form will be completed with assistance from the staff supervisor of the volunteer responding to the situation and the staff member that the situation was reported to. Completed reports will be submitted to the Volunteer Engagement Department and the Joint Health and Safety Committee.

Feedback and Recognition

We encourage feedback and suggestions about the volunteer program and any volunteer roles within the organization. We will respond to questions or concerns during their time with Alzheimer Society and recognize their volunteer’s contributions.

Concerns or Complaints

It is the expectation that all employees, volunteers, and contractors will treat each other with mutual respect and consideration. However, as conflicts or disputes in the workplace arise, the Alzheimer Society is committed to a process of resolving them in a prompt and fair manner. Concerns and complaints may be communicated by volunteers without fear of retaliation or reprisal.

The first step, and the quickest, most effective way to resolve any difficult issue is to speak directly to the person involved. If you are not comfortable speaking directly to the person, OR, if the situation was not resolved by speaking to the person, please

discuss the issue with either your Volunteer Engagement Coordinator or the Team Lead of Volunteer Engagement. If the conflict cannot be resolved in these steps, the Manager of Health & Wellness Programs, Director of Programs and Services, Manager of Human Resources, or CEO are successive levels available to you at need. You can find any of the above individuals by calling the main number 1-800-565-4614.

Annual Volunteer Review

Once per calendar year, volunteers who have contact with clients will partake in a role evaluation with a supervisory staff member and/or a Volunteer Engagement Department staff member. The evaluation serves as an opportunity for both staff and the volunteer to provide feedback on the role, volunteer experience, and identify areas of opportunity for improvement. A copy of the evaluation will be placed in the volunteer's file.

Satisfaction Surveys

At a minimum of once per calendar year, volunteers will receive the opportunity to provide anonymous feedback in an online satisfaction survey. The survey will be sent by email to all active volunteers. All results will be reviewed to improve the quality of services.

Special Events Satisfaction Survey

Satisfaction surveys and feedback opportunities will be provided following each event in various forms including email, online survey, verbal, etc. All feedback will be reviewed and provided as relevant to the event manager to be utilized for continuous quality improvement.

Recognition

Recognizing the hard work and dedication of volunteers is very important to Alzheimer Society. Volunteers will receive ongoing support and regular recognition in various ways, such as education opportunities and volunteer celebrations.

"We talked about books that we are reading and our favorite authors. We share and always laugh. She always tells me how much she enjoys our visits, and I am grateful to have that opportunity."

In Home Social Recreation Volunteer

Volunteer Agreement and Code of Conduct

The Alzheimer Society of Brant, Haldimand Norfolk, Hamilton Halton relies on the work of volunteers in order to provide our programs and services to those affected by dementia. Your efforts play a significant role in our ability to effectively serve the community. In order to protect our volunteers and the organization, we ask that all individuals review and abide by the following volunteer agreement.

As a volunteer with the Alzheimer Society, I agree to the following:

- be a professional and responsible representative of the organization;
- act as a team player and respect the roles of all staff members and volunteers;
- inform my supervisor if I need to reschedule or cancel an assignment or shift;
- participate in appropriate training and orientation sessions when provided;
- read the Volunteer Orientation Handbook and ask questions for clarification to ensure my understanding of the information provided;
- abide by and observe the policies and procedures of the organization;
- notify my supervisor as soon as possible if I am no longer able to volunteer with the organization;
- ask for clarification about my roles and responsibilities as they arise.

As a volunteer with the Alzheimer Society, you will not:

- compromise the privacy and confidentiality of clients, staff, and other volunteers;
- perform any tasks outside the volunteer responsibility or scope of training;
- accept any monetary or non-monetary gift from clients or their care partners;
- speak negatively of the organization, staff, volunteers or clients.

I, _____, have read, fully understand and accept the terms set out in this Volunteer Agreement. I agree to abide by these guidelines and understand that failure to do so may result in my termination as a volunteer.

Signature of Volunteer

Date

Signature of Society Representative

Date

Your Volunteer Engagement Coordinator's Contact Information:

Name:

Email:

Phone Number:

Office locations

Operating Hours: 8:30 a.m. – 4:30 p.m. Monday to Friday



Brantford

25 Bell Lane, Suite 100
Brantford, ON N3T 1E1
519-759-7692



Haldimand

42 Main Street South
Hagersville, ON N0A 1H0
905-768-4488
Hours: 8am - 4pm, Monday to Friday



Norfolk

645 Norfolk St. N.
Simcoe, ON N3Y 3R2
519-428-7771



Hamilton

550 Fennell Ave E, Suite 205
Hamilton, ON L8V 4S9
905-529-7030



Halton

4391 Harvester Rd, Unit 8
Burlington, ON L7L 4X1
289-837-2310

THIS COLUMN IS BY APPOINTMENT ONLY:



Brant County

202-25 Curtis Ave, Unit 202
Paris, ON L3L 3V3
(Located at Cowan Community Hub)



Haldimand

201 Forest St E
Dunnville, ON N1A 3G5
(Located at True Experience)



Hamilton

438 Hughson St N
Hamilton, ON L8L 4N5
(Located at COMPASS Community Health)



Hamilton

1041 West 5th St.
Hamilton, ON L9B 1J5
(Located at Ressam Gardens Memory Care Community)



Milton

185 Ontario St S
Milton, ON L9T 2M4
(Located at Allendale Long Term Care Home)

Land Acknowledgement

We acknowledge the traditional territories upon which we gather. Our offices and the areas in which our staff serve are located on the traditional territories of the Mississauga and the Haudenosaunee nations, within these lands they are protected by the “Dish with One Spoon” wampum agreement.

For many thousands of years, the first people sought to walk gently on this land, offering their assistance to the first European travelers and sharing their knowledge for survival in what was at times a harsh climate.

May we seek a new relationship with the original peoples of this land, seek relationships with the winds, waters, grounds, and sky, respecting all inhabitants and admiring what the original peoples of the land are protecting.

May we create relationships based on honour and deep respect.

May we be guided by love, a good mind and produce actions with good intention as we transform our personal and professional relationships with our indigenous friends and neighbors.

Written and shared by Melissa Sockanowich, RPN – Chippewas of Rama First Nation

Funding provided by:



**Ontario Santé
Health Ontario**

Alzheimer Society
FOUNDATION
BRANT HALDIMAND NORFOLK
HAMILTON HALTON

CHARITABLE REGISTRATION NUMBER: 825692866 RR0001