



Volunteer Handbook

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Junior Achievement of British Columbia
Volunteer Program Sponsored by:



Junior Achievement of British Columbia

www.jabc.org

Welcome

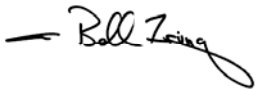
Dear JA Volunteer:

We are delighted to welcome you to the Junior Achievement of British Columbia team. You are joining a group of 950 business professionals who want to inspire young people to discover the world of business. Your willingness to share your time and expertise is truly appreciated!

This handbook is designed to be your resource as a JABC volunteer. We encourage you to read the handbook to help make your involvement with us a success. If you have any questions that are not answered here, please contact your Program Manager.

Once again, thank you for volunteering with us; we are committed to making this an exceptional and rewarding experience. We look forward to working with you to mentor the next generation of business leaders.

Sincerely,



Jan Bell-Irving
President,
Junior Achievement of British Columbia

About Junior Achievement

Junior Achievement (JA) is the world's largest not-for-profit organization dedicated to educating young people about business. With close to 100 charters worldwide, JA brings a diverse global view of business to local communities. Since 1955, Junior Achievement of British Columbia (JABC) has partnered with volunteers, donors and educators to bring a real world experience into the classroom. Our programs give students the confidence and skills they need to become the next generation of business and community leaders.

Our Purpose

To inspire and prepare young people to succeed in a global economy

Our Values

1. Belief in the boundless potential of young people
2. Commitment to the principles of market-based economics and entrepreneurship
3. Passion for what we do and honesty, integrity, and excellence in how we do it
4. Respect for the talents, creativity, perspectives, and backgrounds of all individuals
5. Belief in the power of partnership and collaboration
6. Conviction in the educational and motivational impact of relevant, hands-on learning

Our Programs

Elementary School

Business Basics - Our Business World	grade 5-7
Business Basics - A Business of Our Own	grade 6-8

Middle School

ESIS: Economics for Success	grade 9 & 10
Investment Strategies Program (ISP)	grade 10

High School

JA Titan Business Game	grade 11 & 12
Company Program - A Student Venture (In-School)	grade 11 & 12
Company Program - A Student Venture (After-School)	grade 11 & 12

Our Partners

JABC is grateful for the support of three key partners:

Volunteers

Whether they're teaching a class of students or contributing through our committees or Boards, our 950 volunteers are eager to help students succeed. They are from a vast array of industries and positions. Corporate employees, entrepreneurs, Rotarians, and business students have spent time in our classrooms.

Funders

Thanks to our donors' generous contributions, JABC is able to deliver programs at no cost to the students or schools. Our funders include corporations, government, community groups, and individuals. In May 2006, JABC was awarded a \$2 million grant from the provincial government. This new funding will help us expand our reach to communities not served in the past.

Educators

JABC salutes the hundreds of BC teachers who go the extra mile to give their students insight into the way business works, and the knowledge to build their futures with confidence. Individual teachers welcome JA volunteers into their classrooms, create time in their schedules, and participate actively in programs to help their students get the most out of the experience. The professional educator's supervision and support is key to a successful delivery.

Recruitment & Screening

Why We Screen

These screening steps are in place because we are a youth-serving organization. We want to create and maintain a safe environment as well as match people with the volunteer role that best suits their experience, interests, and time availability.

Screening steps:

- Prospective volunteers complete a Volunteer Application Form.
- A Program Manager will contact you for an interview and to discuss which programs fit your skills and interests (position descriptions are provided)
- When a program is selected you will choose the locations and dates for which you wish to volunteer
- Your Program Manager will contact your reference, and schedule you for an orientation session
- If required, your Program Manager will request a Criminal Record Check (for *Company Program, After-School* only)
- When orientation is complete you will sign a Volunteer Agreement, confirming your commitment
- You will receive your class materials, school information and instructions for your session
- After your session, your Program Manager will contact you for follow up and feedback

Expectations

We want your experience in the classroom to be positive, rewarding, and even inspiring. Please make sure we know your interests, strengths, and time availability so we can match you to the program best suited to you. Our goal is to create an environment for you to be successful.

Our Commitment to You

JABC is pleased to provide:

- Suitable volunteer assignments based on your interests and skills
- An orientation to help you facilitate your program
- Continued support from JABC staff
- Comprehensive teaching resources
- Clear and detailed descriptions of volunteer positions
- Opportunities to network with fellow volunteers and school staff
- A safe volunteer environment
- Opportunity to give feedback about your JA volunteer experience

Code of Conduct

As a program volunteer you are expected to:

- Sign a Volunteer Agreement & Consent Form.
- Inform your Program Manager if you need to cancel or postpone your session. Please notify him/her as far in advance as possible so he/she can arrange a replacement if necessary. However, please be aware that your cancellation affects many people: students, teachers, your Program Manager and fellow volunteers
- Dress comfortably; business casual is most appropriate.
- Work with the teacher to create a positive learning environment in the classroom
- Check for school closures if required. Wherever possible, your Program Manager will call you to let you know the status of the school you are attending. If school is closed for the day, a new program date will be set
- Fill out an Incident Report Form if an incident occurs in the classroom. Submit it immediately to your Program Manager, who will follow up. As a JA volunteer, you are not responsible for intervening or handling harmful situations. *(Forms are available from your Program Manager)*

As a non-program volunteer you are expected to:

- Sign a Volunteer Agreement & Consent Form
- Perform your duties on a scheduled, punctual, and reliable basis
- Inform the JA Staff as far in advance as possible if you are unable to meet your volunteer commitments
- Conduct yourself professionally while representing Junior Achievement

Volunteers should not:

- Transport students unless it is a part of your written position description
- Smoke on school property
- Be in contact with any student inside or outside the classroom unless the student's teacher, parent, or JA Program Manager is aware of the situation
(Exceptions include routine business activity or job interviews for students 15 years of age or older, conducted at a regular place of business and during business hours.)
- Have any inappropriate conduct inside or outside the classroom (or any place where you fulfill your JA-related duties) with any student you meet through the JA program or class, including those students 18 years of age or older (i.e. inappropriate physical contact for a teacher-pupil type relationship)
- Use of profanity or inappropriate language
- Provide alcohol or drugs

JABC will report such incidents to the authorities, and these could result in permanent dismissal of a volunteer.

Confidentiality

In your role as a JA volunteer, any information (written, verbal or other form) obtained during your duties must remain confidential. Any unauthorized release or carelessness in handling this confidential information is considered a breach of the duty to maintain confidentiality. Any breach of the duty to maintain confidentiality could be grounds for immediate dismissal and/or possible liability if there is any legal action arising from such breach.

Position Descriptions

Program Facilitator: *Business Basics*

Our Business World (grade 5-7): introduce students to the fundamentals of starting a business.

A Business of Our Own (grade 6-8): build on students' knowledge of the business world, and help them create and operate a retail stand.

Responsibilities & Activities

- Teach the *Business Basics* program in four or five weekly 1-hour visits to the class
- Lead class discussions and involve students in activities
- Independently prepare for visits
- Communicate with teacher and JA staff in a timely manner

Working Conditions

- Group of 30 elementary school students; during school hours

Time Commitment

Orientation	1.5 hours
Preparation	2.0 hours
4 or 5 visits (1 hour each)	4.0 - 5.0 hours
Supervise Retail Stand (gr. 7 program only)	2.0 hours
Total	7.5 – 10.5 hours

Program runs September – June

We ask volunteers to commit to 2 programs

Skills, Experience, and Personal Traits Desired

- Good understanding of basic business concepts
- Comfortable speaking in front of a group of students
- Enjoy working with young children

Support

- Orientation, class materials and lesson guide provided

Boundaries & Limits

- No contact with students outside of the classroom during and after the program

Program Facilitator:

ESIS: Economics for Success

ESIS: Economics for Success (grade 9 & 10): encourage students to reflect on the advantages of remaining in school to acquire the knowledge, attitudes and skills needed for long-term career success.

Responsibilities & Activities

- Work with a volunteer partner to teach the *ESIS: Economics for Success* program in one half-day visit or multiple visits
- Lead class discussions and involve students in activities
- Prepare for session(s), both independently and with volunteer partner
- Communicate with volunteer partner and JA staff in a timely manner

Working Conditions

- Group of 30 middle school students; during school hours

Time Commitment

Orientation	1.5 hours
Preparation	2.0 hours
<u>½ day or multiple visit(s)</u>	<u>4.0 hours</u>
Total	7.5 hours

Program runs September – June

We ask volunteers to commit to 2 programs.

Skills, Experience, and Personal Traits Desired

- Good understanding of career planning or money management concepts
- Comfortable speaking in front of a group of students
- Able to creatively engage/involve teenagers
- Able to co-facilitate with a volunteer partner

Support

- Orientation, class materials and lesson guide provided

Boundaries & Limits

- No contact with students outside of the classroom during and after the program

Program Advisor:

Investment Strategies Program or JA Titan

Investment Strategies Program (grade 10): use an online stock market simulation to show students how to profit from educated investing.

JA Titan Business Game (grade 11 & 12): is an interactive, online business simulation to coach students to manage a manufacturing company and make executive decisions. Help them experience the excitement and future career potential in entrepreneurship.

Responsibilities & Activities

- Work with teacher to teach the *Investment Strategies Program* or *JA Titan Business Game*
- Lead class discussions and involve students in activities
- Set up and practice the online game
- Make 5 or 6 visits to the class over the program's duration
- Prepare for visits independently
- Communicate with teacher and JA staff in a timely manner

Working Conditions

- Group of 30 high school students; during school hours

Time Commitment

Orientation	2.0 hours
Preparation	4.0 hours
<u>5 – 6 visits (hours may vary)</u>	<u>5.0 – 12.0 hours</u>
Total	11.0 – 18.0 hours

Program runs Oct. – Dec. or March – May

We ask volunteers to commit to 2 programs.

Skills, Experience, and Personal Traits Desired

- Good understanding of basic investment vehicles: stock market, mutual funds (ISP)
- Good understanding of business management concepts – familiarity with finances, accounting or financial reports an asset (JA Titan)
- Comfortable speaking in front of a group of students
- Good computer & internet skills
- Able to creatively engage/involve teenagers
- Flexible and creative, with a sense of humour

Support

- Orientation, class materials and lesson guide provided

Boundaries & Limits

- Volunteers should refrain from contacting students outside of the context of the JA Program

Program Advisor: *Company Program*

Company Program – A Student Venture (grade 11 & 12): Mentor students as they experience the excitement of creating and running their own business. Help them discover and develop first-hand the entrepreneurial and leadership skills required at each phase of the business cycle.

Responsibilities & Activities

- Work with teacher or volunteer team to deliver the *Company Program*
- Share your own business and career experiences
- Guide students through the practical aspects/activities of running their business
- Lead class discussions and encourage students to think creatively and critically
- *In-School Program*: make 8 – 10 classroom visits over the program's duration
- *After-School Program*: co-lead with a volunteer team, 10- 14 weekly 2-hour sessions over the program's duration
- Prepare for visits independently and with your volunteer team
- Communicate with teacher, volunteer partners and JA staff in a timely manner

Working Conditions

- Group of 15 - 30 high school students
- *In-School Program*: during school hours; volunteer makes visits according to the class schedule
- *After-School Program*: after-school or early evening; at a school or corporate office or community centre

Time Commitment

Orientation	3.0 hours
Preparation (1 – 2 hours per session)	10.0 – 14.0 hours
8 – 14 visits (1 – 2 hours each)	8.0 – 28.0 hours
Total	23.0 – 45.0 hours

Program runs October – early June

We ask volunteers to commit to 2 programs.

Skills, Experience, and Personal Traits Desired

- Good understanding of business management concepts – experience in small business an asset
- Comfortable speaking in front of a group of students
- Enjoy working with teenagers
- Flexible and creative, with a sense of humour
- Comfortable sharing your own business and career experiences
- Able to work well in a team setting
- A clean Criminal Record check (*After-School Program* only)

Support

- JABC provides orientation, program materials, volunteer program/lesson guide, additional resources and ongoing communication and support over the program's duration

Boundaries & Limits

- Volunteers should refrain from contacting students outside of the context of the JA Program

Presentation Tips

Introduce yourself to the classroom teacher and:

- Ask about classroom rules and procedures
- Ask him/her to stay in the classroom during the program
- Invite the teacher to participate and share his/her experiences
- Ask the teacher to introduce you to the students

Ask and encourage feedback from students:

- Use open-ended questions (avoid questions with 'yes' or 'no' answers)
- Invite students to expand their responses
- Wait 5 seconds before offering students a clue or re-phrasing the question

Encourage students to participate:

- Use positive reinforcement; don't criticize their questions or answers
- You can bring incentives i.e. inexpensive "dollar store" prizes; however, please do not bring candy, as BC schools have a "no junk food" policy

Use language that students can understand:

- Use examples from the students' point of view
- Keep in mind that their vocabulary may not be as extensive as yours

Other Tips:

Call the students by their preferred name. This will make an impression and show them that you are interested (name cards are provided in your kit).

- Work with all the students but don't feel you have to respond to all of the 'raised hands' for every question
- Move around the room during the lesson: this will keep everyone involved
- Don't be afraid to say "I don't know"; telling a student something that you are unsure of can create misconceptions. Admitting that you don't know everything may be a relief for some students
- Be flexible. Every classroom is different; some students will never stop asking questions, some will not say a word. If a class seems interested in a certain topic, it's ok to spend more time on it. We are there for the students, so any way you can help them get the most out of your visit is encouraged

Additional class presentation tips are available in your program guide

JA Privacy Policy

Our Commitment

At Junior Achievement of Canada ("JACAN"), we are committed to protecting the privacy of the personal information of our donors, employees, volunteers, students, suppliers and other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the information that you choose to share with us.

During the course of our day-to-day activities, special events and other activities, we frequently gather and use personal information. If we collect such information from you, you may expect that it will be carefully protected and that any use of or other dealing with this information is subject to your consent.

Defining Personal Information

Personal information is any information that can be used to distinguish, identify or contact a specific individual. This information can include an individual's opinions or beliefs, as well as facts about, or related to, the individual. Exceptions which are not considered personal information include business contact information and certain publicly available information, such as names, addresses and telephone numbers as published in telephone directories.

Where an individual uses his or her home contact information as business contact information, we consider that the contact information provided is business contact information, and is not therefore subject to protection as personal information.

Privacy Practices

Personal information gathered by JACAN is kept in confidence. Our personnel are authorized to access such personal information based only on their need to deal with the information for the reason(s) for which it was obtained. Safeguards are in place to ensure that the information is not disclosed or shared more widely than is necessary to achieve the purpose for which it was gathered. We also take measures to ensure that the integrity of this information is maintained and to prevent its being lost or destroyed.

We collect, use and disclose personal information only for purposes that are appropriate in light of the circumstances. We offer individuals we deal with the opportunity to opt not to have their personal information shared with our personnel and third parties for purposes beyond those for which it was collected.

All listings of Junior Achievement program volunteers, program participants, Board of Directors, staff, financial contributors and other volunteers are considered strictly confidential and shall not be released for use by others outside JACAN except as provided for in this Privacy Policy without prior written and specific authorization or as may be required by law.

Collecting Your Personal Information

JACAN collects personal information for the primary purpose of conducting our day-to-day operations, special events and other activities. JACAN collects details such as your name, address, telephone and facsimile numbers and email addresses. For an individual under the legal age of consent, we require the consent of the individual's parent or legal guardian for the collection of information about that person.

When personal information is collected for a specific purpose such as fundraising or other special events, registration forms, websites, newsletters, sponsor sheets or other documents will provide details of the purposes for which the information is collected and is to be used.

Securing Your Personal Information

To prevent any unauthorized access to your personal information, JACAN has installed computer and network security, including firewall, encryption and password protection processes as well as anti-virus software on all of its workstations.

Only staff or other individuals authorized by the President & CEO of JACAN have access to such information stored on our computer system. Hard copies of any such information are stored in locked filing cabinets, offices and equivalent off-site secured storage areas.

Disclosing Your Personal Information

To conduct our operations, we engage independent consultants and suppliers. Accordingly, some information may be used or disclosed in part by JACAN to:

- Enable mail contractors to deliver documents and communications to stakeholders; and
- Send direct mail to stakeholders with news of special events

Withdrawing Your Consent

If you do not consent to all of the disclosures set out above, you can inform us that you do not wish to have your personal information used or disclosed by us by contacting our Privacy Officer as set out below. JACAN will then ensure that your personal information is not disclosed or used for the specified purpose except where such disclosure is authorized by you or required by law. If you do not object to the uses or disclosures as stated above, we will assume that we have your express consent to all such uses and disclosures.

Accessing Your Personal Information

You may, upon written request, access the personal information which JACAN has obtained about you. To arrange access, please contact our Privacy Officer for details (of how to make your written request).

Changing Personal Information

JACAN endeavours to ensure that personal information held by it is accurate, complete and up-to-date. Where you believe that personal information held by JACAN is not accurate, complete or up-to-date, please advise our Privacy Officer as set out below and every effort will be made to correct the information.

Lodging A Complaint

For any purpose associated with privacy matters, including the lodging of a complaint, please contact our Privacy Officer as set out below.

Opt-Out Language

We do not sell, trade or otherwise share our mailing lists. However, if at any time you wish to be removed from our mailing lists, simply contact us as set out below.

Updating and Changes to the Privacy Policy

We regularly review our privacy practices and may amend this policy from time to time. If substantial changes are made in the way that we use personal information, a notification will be placed on our website. Please check website **www.jacan.org** on an ongoing basis for information on our most up-to-date practices.

(continued)

Contact Us

We hope that you find the information in this policy statement helpful. Copies of this privacy policy are available from our office. Questions, concerns or complaints related to JACAN's privacy policy on the treatment of personal information can be forwarded to our Privacy Officer at: privacy@jabc.org or (604) 688-3887.

Further information on privacy and your rights in regard to your personal information may be found on the website of the Privacy Commissioner of Canada at www.privcom.gc.ca.

This Privacy Statement was last amended on January 27, 2005.

**Thank you
for inspiring BC's youth.**

Printing of this Handbook has been generously donated by

