



Work Readiness | Entrepreneurship | Financial Literacy

Volunteer Handbook

Junior Achievement of Newfoundland and Labrador

June 2010



TABLE OF CONTENTS

WELCOME	1
MISSION, VISION AND VALUES.....	1
INTRODUCTION TO JUNIOR ACHIEVEMENT.....	2
THE ORGANIZATION.....	2
JUNIOR ACHIEVEMENT IMPACT.....	3
FUNDING.....	3
BE A PART OF THE JUNIOR ACHIEVEMENT EXPERIENCE.....	3
THE BENEFITS OF VOLUNTEERING WITH JA.....	3
PROGRAM VOLUNTEER CODE OF CONDUCT.....	4
NON-PROGRAM VOLUNTEER CODE OF CONDUCT.....	5
VOLUNTEER SCREENING.....	6
VOLUNTEER SCREENING STEPS.....	7
OPPORTUNITIES	
PROGRAM VOLUNTEERS.....	8
NON-PROGRAM VOLUNTEERS.....	10
JA PRIVACY POLICY.....	11
VOLUNTEER POLICIES.....	14
REPORTING INCIDENTS.....	16
CONSENT TO RELEASE INFORMATION.....	17
VOLUNTEER COMMITMENT AGREEMENT.....	17
APPENDIX A	
JA PROGRAM EVALUATION - VOLUNTEER.....	A-1
JA PROGRAM EVALUATION - TEACHER.....	A-2
INCIDENT REPORTING FORM.....	A-3



WELCOME!

Thank you for choosing Junior Achievement of Newfoundland and Labrador. This manual will provide you with an overview of Junior Achievement and its programs. Volunteers are an essential part of our organization and we want to welcome you to our team!

MISSION, VISION AND VALUES

Mission

To inspire and educate young Canadians to experience free enterprise, understand business and economics and develop entrepreneurial and leadership skills.

Vision

We will be recognized as vital to the success of our youth in reaching their potential through partnership with business and educators in the nationwide delivery of relevant business learning experiences by inspired volunteers.

Values

- Demonstrate trust and integrity in all that we do
- Respect youth and believe in their potential
- Believe in the free enterprise system and promote entrepreneurial ideals
- Encourage and promote volunteerism and volunteer leadership utilizing Canadian business experience
- Commit to performance excellence and continually improve all that we do
- Embrace collaborative and strategic alliances
- Demonstrate leadership and teamwork

INTRODUCTION TO JUNIOR ACHIEVEMENT

Junior Achievement (JA) is a not-for-profit organization. Founded in 1916, JA Worldwide now reaches approximately 10 million youth annually in over 120 countries. JA programs focus on work readiness, entrepreneurship and financial literacy. Junior Achievement of Canada, established in 1967, has 16 charters operating nationwide. Charters deliver programs to schools and students in cooperation with JA trained volunteers, corporate funders and educators.

Junior Achievement was established in metro St. John's in 1985 and expanded to western Newfoundland and Labrador in 1987 and central Newfoundland in 1989. It functioned as three separate divisions until amalgamation in 2000. There are approximately 300 volunteers and 200 sponsoring businesses and organizations who support the work of this organization.

THE ORGANIZATION

Junior Achievement of Newfoundland and Labrador is governed by a Board of Directors elected at the Annual General Meeting held in the fall of each year. The board meets bi-monthly and the executive committee every other month.

The Board of Directors provides effective stewardship by setting the overall direction of Junior Achievement of Newfoundland and Labrador, providing executive management, overseeing the conduct of business and ensuring financial viability.

Responsibilities include:

- adhering to JA's mission, vision, values and operating principles;
- ensuring management operates in accordance with the requirements of the by-laws and any legislation governing the structure or functions;
- approving policies developed by management to guide staff in the management, service delivery, fundraising, fiscal responsibility and other aspects of the organization's functioning;
- ensuring that operating and financial objectives are being achieved by monitoring performance and results;
- ensuring revenue is sufficient to cover approved services and administration;
- ensuring the recruitment/termination, performance, succession and compensation of the president & CEO;
- providing leadership by making personal contributions or "opening the door" for colleagues or associates to financially support the organization;
- maintaining the confidentiality of board information.

Junior Achievement staff of six consists of the president, business manager, marketing and communications officer, two program managers and an executive/program assistant.

Volunteer planning committees working throughout the province. Together with staff, they obtain financial and volunteer support from businesses, charitable foundations and service organizations in their area so that the mandate of delivering programs to students is achieved.

JUNIOR ACHIEVEMENT IMPACT

Nationally, Junior Achievement has a proven track record as the most established delivery channel into Canada's education system of any organization. This is due to the fact that our program content enhances common curricula outcomes. Also, JA programs are delivered by those who know the business experience best, the business community. JA is the perfect combination of business and education working together for the benefit of our youth.

Since 1990, Junior Achievement has also been operating the Junior Achievement Newfoundland & Labrador Business Hall of Fame. Each year, business leaders who, over their lifetime, have made a significant contribution to our economy are honored for their achievements. The Business Hall of Fame serves as the largest fundraising event, providing approximately one-third of the operating revenue annually. The event has become the premier celebration of business excellence in this province.

FUNDING

Funds are raised from the business community and service organizations through contributions and program sponsorships. Annual events are conducted by Junior Achievement of Newfoundland and Labrador to raise additional funding for our programs and to support the overall operations.

BE A PART OF THE JUNIOR ACHIEVEMENT EXPERIENCE

Volunteers represent a wide variety of backgrounds and experiences. While the majority comes from the business community, post secondary students, retirees and service club members also are a part of our volunteer team. Volunteers should be comfortable speaking to an audience, enjoy working for youth and have the time to commit to the volunteer experience.

As a Junior Achievement program volunteer, you bring the "real world of work" to students by facilitating our hands-on, interactive learning experiences. JA programs are brought to life with your investment of time and expertise. They are fun to deliver and provide immediate feedback and satisfaction.

THE BENEFITS OF VOLUNTEERING WITH JA

- Open young minds to their limitless potential
- Gain personal and professional development
- Provide a real-life learning experience
- Enjoy practicing and applying new skills
- Motivate and mentor today's youth
- Network with members of the business and education communities
- Influence the young people that will become our future workplace
- Contribute something real and of value to your community
- Teach a program that utilizes your skills and aptitudes
- Receive professional training to ensure your success in delivering a JA program
- Become a positive role model for our youth
- Return to work inspired by our youth!

As a volunteer, your commitment could vary from a single school day to hourly visits over the course of several weeks to monthly meetings. Choose from a number of program or non-program volunteer activities that match your background, skills and interests.

PROGRAM VOLUNTEER CODE OF CONDUCT

JA is an organization dedicated to making a difference in the lives of youth. The JA experience helps young people discover leadership, entrepreneurial and workforce readiness skills so they can achieve their highest potential and future successes as citizens in our global community. JA program volunteers bring the real world of work to the classroom by facilitating our easy-to-deliver, hands-on, interactive learning programs.

To help volunteers fulfill their roles, Junior Achievement's guidelines and standards for program volunteers are set out below. Volunteers should uphold the following core values and emphasize their importance:

- Integrity - demonstrate honesty and sound ethical behaviour in all JA-related activities
- Compliance - follow all laws and regulations
- Business Conduct - observe JA standards and act ethically in fulfilling JA obligations
- Mutual Respect - consistently treat individuals with respect and dignity

As a volunteer, you will

- Be given worthwhile volunteer assignments that best suit your skill set
- Be informed
- Be trained and supervised in a supportive and positive environment
- Receive teaching resources
- Be given the opportunity to give feedback in an appropriate way to Junior Achievement
- Be recognized and thanked for a job well done
- Be given a clear and comprehensive description of JA's volunteer conditions, including duties, responsibilities and benefits
- Accept only roles to which you feel you can commit
- Be on time and well prepared for your lessons
- Notify the program staff immediately if a situation arises where you cannot be present for a program delivery
- Attend all training sessions, if deemed necessary by the program staff
- Be actively engaged in presenting JA program activities in a dynamic manner
- Work closely with your delivery partner, if applicable, to ensure that a positive learning environment is maintained
- Accept advice and direction from program staff
- Not have inappropriate conduct* inside or outside the classroom with any student met through your JA program, including students over 18 years of age
- Not be in contact with any student inside or outside the classroom (or other space where you fulfill your JA-related duties) unless the student's teacher, other JA/school-sanctioned adult or the student's parent is aware of the situation
- Never be alone with any participant inside or outside the classroom during or after a JA program
- Never provide personal transportation to students under any circumstances
- End your volunteer experience with notification, if possible
- Notify Junior Achievement of Newfoundland and Labrador if you do not wish to be contacted for future volunteer opportunities

*** Examples of inappropriate conduct include:**

- *Violations of federal or provincial laws regarding child abuse, providing alcohol or other controlled substances to minors or having alcohol on a school campus, etc.*
- *Use of profanity or inappropriate language while fulfilling the duties and responsibilities of a Junior Achievement volunteer.*
- *Physical contact which is inappropriate to a teacher-pupil professional relationship considering the age and sex of the student.*

These are examples only. They are not intended to be a comprehensive list. There could be other actions not listed herein, which could result in dismissal as a volunteer.

Allegations of inappropriate conduct may result in immediate suspension as a volunteer. Junior Achievement will act on its duty to report such incidents to the proper authorities. If an investigation by the proper authorities determines a violation occurred, it will result in the immediate and permanent dismissal of the accused as a volunteer.

Confidentiality

In your role as a JA volunteer, any information (written, verbal or other form) obtained during the performance of your duties must remain confidential. Any unauthorized release or carelessness in the handling of 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.

NON-PROGRAM VOLUNTEER CODE OF CONDUCT

JA is an organization dedicated to making a difference in the lives of youth.

To help volunteers fulfill their roles, Junior Achievement's guidelines and standards for non-program volunteers are set out below. Volunteers should uphold the following core values and emphasize their importance:

- Integrity - demonstrate honesty and sound ethical behaviour in all JA related activities
- Compliance - follow all laws and regulations
- Business Conduct - observe JA standards and act ethically in fulfilling JA obligations
- Mutual Respect - consistently treat individuals with respect and dignity

As a volunteer, you will

- Perform your duties on a scheduled, punctual and reliable basis
- Inform your JA supervisor as far in advance as possible if unable to meet your volunteer commitments
- Act in a professional manner while representing Junior Achievement
- Strive to maintain and protect a positive and productive work environment
- Enjoy the volunteer experience and have fun

Confidentiality

In your role as a JA volunteer, any information (written, verbal or other form) obtained during the performance of your duties must remain confidential. Any unauthorized release or carelessness in the handling of 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.

VOLUNTEER SCREENING

Junior Achievement of Newfoundland and Labrador has a legal and moral responsibility to attend to the safety and well-being of those we serve, those who work for us and those who come in contact with our operations. Legally, this is known as the “Duty of Care.” The development of screening policies and procedures is intended to meet our ethical, legal and moral responsibilities to ensure accountability, trust, care and safety in our programs.

Screening is an ongoing process to:

- create and maintain a safe environment
- ensure the right match between the work to be done and the person who will do it

Screening is more than a one-time activity but rather a multi-part process. Initial screening is of utmost importance; however, once the applicant is officially accepted as a volunteer, the organization continues to have a duty to ensure that the individual performs appropriately and satisfactorily.

An important element of screening is the focus on the nature of the position. An organization does not decide *who* to screen, it decides *how* to screen. At the foundation of the screening process is an assessment of the risk inherent in each position within the organization (staff or volunteer). A risk assessment matrix is used to determine the screening tools that are required for each volunteer position. If you are requested to provide a *Police Records Check*, this does not mean that the organization does not trust you or has concerns about you. It means the position you are applying for is considered to have a heightened risk and the organization is managing that risk appropriately.

The *JA in Canada Screening Protocol* ensures that:

- New volunteers meet set standards directed at reducing the risk of abuse
- Our services are managed in a safe, professional way
- Our volunteers are involved appropriately and effectively
- Everyone is involved in, and aware of, risk management

We do not act out of a sense of fear of litigation, but instead out of our need to exemplify our values of trust and integrity in all that we do. At all times the goal is to ensure the safety of all participants in JA-related activities. This goal will guide our intentions and actions.

VOLUNTEER SCREENING STEPS

Positions identified by the Risk Matrix as **Level 1** including:

Programs – *Our Business World, Economics for Success, JA Titan, Adopted Board Members for Company Program - A Student Venture (After-school)*; and

Non-program – *Local Planning Committee, Business Hall of Fame Committee, Alumni Committee, JAAC Committee* will require (at minimum):

- Volunteer registration form
- JA privacy policy/consent for release of information form
- A questionnaire (can be conducted via online or telephone)
- Volunteer Commitment Agreement with original signature
- Ongoing support in the form of orientation/training, supervision and evaluation (see Appendix A-1, A-2)

Positions identified as **Level 2** including:

Non-program – *Board of Directors* will require (at minimum):

- Volunteer registration form
- JA privacy policy/consent for release of information form
- A questionnaire (can be conducted via online or telephone)
- Two references
- Volunteer Commitment Agreement with original signature
- Ongoing support in the form of orientation/training, supervision and evaluation (see Appendix A-1, A-2)

Positions identified as **Level 3** including:

Programs – *Company Program - A Student Venture (After-school), Support Team for Company Program - A Student Venture (After-school)* will require (at minimum):

- Volunteer registration form
- JA privacy policy/consent for release of information form
- A questionnaire (can be conducted via online or telephone)
- Two references
- An original Police Records Check (once every five years)
- Volunteer Commitment Agreement with original signature
- Attestation form
- Ongoing support in the form of orientation/training, supervision and evaluation (see Appendix A-1, A-2)

Volunteers who are active in more than one position will be screened for the position with the highest level of risk. When a person moves from a position with a lower level of risk to a position of higher risk, appropriate screening will be carried out for the new higher risk position.

OPPORTUNITIES

PROGRAM VOLUNTEERS

Complete volunteer position descriptions are available on request.

Volunteer Position	Training	Preparation Time	Delivery	Description	Level of Risk
Program Facilitator Our Business World	2-3 hours	2 hours	4 one-hour sessions	Our Business World is a dynamic program that introduces students to the fundamentals of starting a business. Through the consideration of four key business concepts, students develop an understanding of how a business is run. Topics covered in the program include: organization, management, production and marketing.	I
Program Facilitator Economics For Success	2-3 hours	2 hours	one full school day	Economics for Success is a one-day, highly interactive program specifically designed to help students develop a positive attitude towards education, while recognizing the financial costs of living on their own. Students explore the concepts of success, independence, career opportunities and the importance of education in preparing for the future.	I
Program Facilitator JA Titan	2 hours	5 hours	7 classroom sessions	JA Titan is more than just a game. It's an interactive experience. In this program, students engage in critical economics and management decisions. As a realistic online simulation, JA Titan challenges students as they plan and execute each aspect of a virtual company's strategy.	I

PROGRAM VOLUNTEERS (continued)

Complete volunteer positions descriptions are available on request.

Volunteer Position	Training	Preparation Time	Delivery	Description	Level of Risk
Advisor Company Program – A Student Venture (After-school)	4 hours	9 hours	3-4 hours per week for 21 weeks	Company Program – A Student Venture provides basic entrepreneurial education for secondary school students. By organizing and operating an actual business enterprise, students not only learn how businesses function, they also learn about the structure of the Canadian economics system and the benefits it provides. Students learn to work in teams, make business decisions, assume responsibility and foster an entrepreneurial spirit.	3
Support Team Company Program – A Student Venture (After-school)	4 hours	25 hours	3-4 hours per week for 21 weeks	Assists advisors as they encourage students to recognize the value of responsible business practices and increase their awareness of the skills and resources required to operate a business and helps JA staff plan and facilitate activities.	3
Adopted Board Member Company Program – A Student Venture (After-school)			6 hours	Provides feedback on company operations, board meetings and other company-related activities. Encourages students to recognize the value of responsible business practices and increase their awareness of the skills and resources required to operate a business.	1

NON-PROGRAM VOLUNTEERS

Complete volunteer positions descriptions are available on request.

Volunteer Position	Orientation	Time Commitment	Description	Level of Risk
Board of Directors	2 hours	Attend 1½ - 2 hours bi-monthly meetings (executive committee meets in alternating months)	The board provides effective stewardship by setting overall direction, providing executive management, overseeing the conduct of business and being satisfied that the organization is financially viable.	2
Business Hall of Fame Committee	2 hours	Attend 7- 9 meetings for approximately 1½ - 2 hours each from Oct - June	This committee is established as a standing committee of the Board of Directors to oversee the Business Hall of Fame events in conjunction with the president & CEO. Membership is a one-year term until reappointment.	1
JAAC Committee (established for one year every four years)	2 hours	Attend approximately 8 - 10 meetings at 1½ - 2 hours each; attend the conference	This committee sets the direction and carries out the logistical and management tasks of the Junior Achievement Atlantic Conference. It is established as an ad hoc committee of the Board of Directors and will exist only for the life of the project.	1
Alumni Committee	2 hours	Attend 4 - 5 meetings for approximately 1½ hours over 12 month period	This committee is responsible to carry out activities related to alumni recruitment and alumni-related events under JA staff direction.	1
Local Planning Committee	2 hours	14 hours	This committee will work collaboratively with community (school, businesses and individuals) to bring JA programs to the students in local school(s).	1

JA PRIVACY POLICY

Our commitment

At Junior Achievement of Newfoundland & Labrador, we are committed to protecting the privacy of the personal information of our contributors, 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 should 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, therefore, not subject to protection as personal information.

Privacy practices

Personal information gathered 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 except as provided for in this Privacy Policy without prior written and specific authorization or as may be required by law.

A. Collecting your personal information

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

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

B. Securing your personal information

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

Only staff or other individuals authorized by the President & CEO of Junior Achievement of Newfoundland and Labrador have access to such information stored on our computer system.

Hard copies of any such information are stored in locked filing cabinets.

C. Disclosing your personal information

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

- enable mail contractors to deliver documents and communications to stakeholders; and
- send direct mail to stakeholders with news of special events.

D. Withdrawing your consent

If you do not consent to all of the disclosures set out above, then 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.

We 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.

E. Accessing your personal information

You may, upon written request, access the personal information, which Junior Achievement of Newfoundland & Labrador has obtained about you.

To arrange access, please contact our Privacy Officer as set out below for details of how to make your written request.

F. Changing personal information

Junior Achievement of Newfoundland and Labrador endeavours to ensure that personal information held by it is accurate, complete and up-to-date.

Where you believe that personal information held by JA 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.

G. 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.

H. 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 our Privacy Officer as set out below.

I. Updates 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 our website www.janl.org on an ongoing basis for information on our most up-to-date practices.

J. Contact information

We hope that you find the information in this policy statement helpful. Copies of this privacy policy are available from our office or can be mailed by phoning us as set out below.

Questions, concerns or complaints related to our privacy policy on the treatment of personal information should be emailed to our Privacy Officer at: fbagg@janl.org or by phone at (709) 753-9533

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 May 19, 2004

VOLUNTEER POLICIES

Harassment - zero tolerance

Junior Achievement of Newfoundland and Labrador does not tolerate any degree of harassment in the workplace by anyone associated with it. We are committed to providing a harassment-free volunteer experience in which all people respect one another and work together to achieve common goals.

Conflict & resolution

Junior Achievement of Newfoundland and Labrador is committed to ensuring a positive volunteer experience and one where teamwork prevails.

Performance management

Volunteers are expected to comply with the rules, directives, regulations, instructions and policies.

Collection and protection of personal information

Junior Achievement of Newfoundland and Labrador is committed to protecting the privacy of the personal information shared by our volunteers. This requires that our organization be transparent and accountable in how stakeholder information is treated. Records shall be kept on a consistent basis with respect to the screening and management of individuals. Privacy of confidential information and security of records shall be given prime consideration in the administration of the screening process.

Volunteer information and management

All volunteers – program volunteers, event volunteers, board members, and any other individuals who render their time on a voluntary basis must be entered into the database.

Screening

Due to the positions of trust that are inherent in the provision of JA programs, volunteers and employees shall be required to undergo a screening process based on the duties assigned by the organization and the risk level of the position. This screening process will be comprised of a variety of measures and may include a police records check. All volunteers/employees will be required to participate in an orientation that will introduce duty assignments as well as relevant policies and actions or procedures of the organization.

Risk management

All volunteer positions will be examined in light of the relevant factors to determine the degree of risk involved. When there is a doubt as to the degree of risk, a position will be categorized as “high risk.”

Position descriptions

Junior Achievement of Newfoundland and Labrador will maintain volunteer position descriptions for all volunteers involved in the organization.

Recruitment and selection

Junior Achievement of Newfoundland and Labrador will recruit volunteers based on the skill requirements for the position using the appropriate screening measures as defined by the level of risk for the position. The organization will not permit discrimination against paid staff or volunteers on the basis of race, religion, age, gender, sexual orientation, disability, socio-economic background or ethnicity. This applies to all areas of employment (paid staff/volunteers) including recruiting, hiring, promotion, assigning of work provided the individual is qualified and meets the requirements established for the position.

Police Records Check (PRC)

Volunteers applying for positions deemed to require PRC's, or who have an offer of placement, are required to undergo a PRC, including a Vulnerable Sector search prior to beginning their placement and will not be placed if the record is adverse in nature to the services being provided and the tasks being performed. The volunteer will be presented with the various options available to undertake their PRC.

Orientations and training

All volunteers must complete the required orientation and training to perform their assigned duties and to fulfill the responsibilities of their position, prior to placement as a volunteer.

Volunteer feedback and evaluation

All volunteers are entitled to receive feedback on their performance.

Recognition of volunteers

Junior Achievement of Newfoundland and Labrador recognizes the contributions of every volunteer, including program volunteers, board members, event volunteers and others committee volunteers.

Re-assignment of volunteer role and termination of volunteer responsibility

Junior Achievement of Newfoundland and Labrador reserves the right to re-assign a volunteer to another position based on volunteer performance. Volunteers who do not comply with the duties outlined in the job description or adhere to established JA standards and principles will be dismissed.

Volunteer access

In the event that a corporation does not give Junior Achievement of Newfoundland and Labrador "direct-access" to its employees for the purposes of screening, the corporation must sign a Memorandum of Understanding to undertake the Junior Achievement of Newfoundland and Labrador screening policy itself.

REPORTING INCIDENTS

All volunteers are asked to report any incidents to Junior Achievement of Newfoundland and Labrador immediately.

Incidents can include but are not limited to:

- accidents
- injuries
- hazards
- suspected abuse or neglect
- theft
- inappropriate behaviour
- any potentially unsafe situation

Volunteers who need to report an incident are asked to complete in full the incident report form (see appendix A-3) and submit immediately to your supervisor as outlined in your volunteer position description. The supervisor will follow up and document further actions taken.

In the case of suspected child abuse or neglect, every individual has a legal responsibility to report to child protection authorities. The individual must also report the incident to the organization so the organization can take all reasonable and appropriate steps to limit the harm and to fully cooperate with authorities.

If a JA volunteer is suspected of committing child abuse or neglect, in addition to the above requirements, the volunteer in question will be immediately suspended from performing any services or duties for the organization. The suspension will remain in effect until the individual is exonerated from any criminal charges or the investigation is completed and the authorities determine that the abuse did not occur. The individual will then be entitled to return. If the individual is not exonerated, he/she will be immediately dismissed.

CONSENT TO RELEASE INFORMATION

I provide my consent for Junior Achievement of Newfoundland and Labrador to collect, use and disclose my personal information as outlined in the Junior Achievement of Newfoundland and Labrador Privacy Statement.

Volunteer Name (print): _____

Signature: _____

Date: _____

VOLUNTEER COMMITMENT AGREEMENT

I have read, understood and agree to abide by the following documents relevant to my JA volunteer position and will keep them for my future reference:

- Position Description
- Volunteer Handbook
 - Volunteer Code of Conduct
 - JA Privacy Policy

Volunteer name (print): _____

Signature: _____

Date: _____

APPENDIX A

JA Program Evaluation - Volunteer

Volunteer name: _____

Name of JA program delivered: _____

Program date: _____

School and classroom: _____

Teacher name: _____

	Very true	Somewhat true	Not true
I was able to fulfill all the expectations of the position as listed in the written position description that I received from JA staff.			
I was well prepared to deliver the program material.			
I presented the program material in an interesting and engaging manner.			
I interacted appropriately with students.			
I feel comfortable with students.			
I received the support I needed from JA staff.			
I received the orientation and training I needed.			
I felt comfortable in approaching JA staff if questions arose while performing my volunteer responsibilities.			

The safety of program participants and our volunteers is very important to us. As part of the *JA in Canada Screening Protocol*, the teacher is required to stay in the classroom at all times. Please confirm that the teacher stayed in the classroom during your program delivery.

Yes No

Is there a way to improve your volunteer experience with JA? _____

Please comment on your overall JA experience: _____

JA Program Evaluation – Teacher

Teacher name: _____

School and classroom: _____

Name of JA program delivered: _____

Program date: _____

Name of JA volunteer: _____

	Very true	Somewhat true	Not true
Volunteer was well prepared to deliver the program material.			
Volunteer presented the program material in an interesting and engaging manner.			
Volunteer interacted appropriately with students.			
Volunteer appeared comfortable with students.			

Comments: _____

I would recommend the volunteer(s) in my classroom for future JA programs.

Yes No

The safety of program participants and our volunteers is very important to us. As part of the *JA in Canada Screening Protocol*, teachers are required to stay in the classroom at all times. Please confirm that you or another teacher was present in the classroom for the duration of the JA program delivery.

Yes No

