



PARTAGEONS | SHARE THE
L'ESPOIR | **WARMTH**

Welcome to our team!



Volunteer guide

Words of Welcome

It's a pleasure to welcome you to our organization!

We have put together this guide to help you understand our values, standards, and expectations for all volunteers in our organization. We want to work together to provide a warm and welcoming environment for everyone who walks through our doors.

Thank you for joining our organization and welcome to our team of volunteers!

-The Share the Warmth team

Share the Warmth mission and values

Our mission

Share the Warmth's mission is to meet the community's needs with accessible services designed to elevate one another.

The priorities identified during the strategic planning process are:

- The overall development and success of children and youth
- Food security for all, with special attention to school-aged children

We have many programs in the community to accomplish our mission: the healthy food bank, the fruit and vegetable market, after-school cooking workshops (Boîte à Lunch), specialized tutoring for children with learning difficulties, and the extensive music program for children and adults.

Our values



Cooperation

Helping each other, sharing knowledge and skills to help community members achieve their common goals.

Inclusion

Creating an environment where everyone is welcomed, respected and valued, whatever their differences.

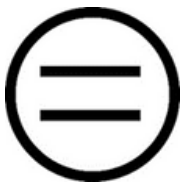


Community Engagement

Working together to solve social problems and improve the quality of life for the whole community.

Quality

Ensuring that products and services offered are reliable, safe, and meet members' expectations.



Equity

Treating everyone equally and fairly without discrimination or prejudice, recognizing differences and adjusting practices to meet everyone's needs fairly.



Respect policy

At Share the Warmth, everyone is welcome!

Our goal is to provide you with a safe and comfortable working environment and access to our services.

We are firmly committed to equality and do not accept any form of discrimination or inappropriate behavior. Our policy is clear: zero tolerance for bullying, violence, and verbal, sexual, or physical abuse.

We want all people, whether employees, volunteers, or members, to be treated with respect, in a safe and healthy environment.

If our rules are not respected, our staff may ask you to apologize or leave the premises.

If you feel that you have been treated unfairly, have witnessed any disrespect or mistreatment, or have any other concerns, please discuss the situation with a member of our team.

We believe that mutual respect is necessary to create a harmonious atmosphere.

The role of volunteers

Volunteers are here to provide service and information to members.

In the event of a misunderstanding with members, or behavior deemed inappropriate on their part, the volunteer is not expected to resolve the situation on their own.

The volunteer must request the assistance of a Share the Warmth employee to resolve and document the event.



Code of Ethics

Reliability and punctuality

- Be present at your volunteer station at the agreed times and, in the event of absence, please advise the staff in advance.

Honesty and transparency

- If you notice any errors or problems, please report them immediately.

Organization resources

- Only take or consume what you are entitled to (snacks available during the volunteering shift and food bank baskets with a staff member during allotted hours).

Hygiene

- Maintain personal hygiene standards to ensure a healthy and safe environment.

Privacy policy

- Do not share the personal information of members and other volunteers.

Equipment care

- Make sure you use the equipment correctly and store it safely after use.

We ask you to **not consume alcohol or drugs** before or during your volunteer period.

Any breach of the respect policy or code of ethics (e.g. theft, inappropriate language, etc.) may result in a warning and a note in your file. After 2 warnings, we will be obliged to terminate your volunteer project. Thank you for your understanding.

By adopting this code of ethics, we pledge to work together to maintain a healthy, respectful, and productive work environment for all.





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E-mail: benevolat@partageonslespoir.ca

Phone: (514) 933-5599 Ext 292

Adresse: 625, Fortune st., Montréal (Québec), H3K 2R9

Volunteering opportunities

Fruit and vegetable market: set-up and service

Food bank: set-up and service

Dinner service

Kitchen help

See our website for full details:

www.sharethewarmth.ca

Thank you for joining our team!

