

ESQUIMALT FARMERS MARKET VOLUNTEER POLICIES

***Please read prior to completing an application.**

ABSENCES

Your supervisor, crew and co-volunteers value your contributions, and they depend on you to be present at the scheduled time. If you know you will be absent, you should contact the market staff so we can find a replacement.

ACCIDENTS OR INJURIES; EMERGENCY PROCEDURES

If you or a visitor is injured, you should contact any EFM staff immediately.

BACKGROUND CHECK

EFM requires a valid vulnerable sector criminal record check, once you are accepted as a volunteer. If you do not have one available, this can be done for free at the police station, with a letter from EFM that confirms you are a volunteer. The results of these checks will remain confidential.

SOCIAL MEDIA

Sometimes volunteers like to share their experiences with EFM in conversations with family and friends, or to wider audiences online. EFM neither promotes nor forbids social media posts. However, if you do, we ask that you respect the following guidelines:

- Please write from your own point of view, not EFM'. If you've had a negative experience, let us know so we can help or improve.
- Refrain from personal attacks or being disrespectful of others.
- Be clear about your position in the organization. As a volunteer with EFM, you represent us while you are performing your volunteer service, but you are not an official spokesperson. However, simply by your association you are perceived as an ambassador anytime you discuss the organization.
- Ask a staff member, and check your facts before posting.
- Be aware of your audience and the people your comments could impact. Lots of people keep up with EFM news including staff, other volunteers, board members, farmers, market shoppers, city and health officials and local businesses
- As a courtesy, we appreciate knowing about your posts about the market. We always like to hear our volunteers' perspectives! You can email links to communications@esquimaltmarket.com.

CONFLICT

EFM ensures fair treatment of its volunteers and will respond to concerns in a timely manner. When a volunteer is in conflict with another volunteer, vendor or paid staff member, they are

encouraged to first raise the concern with the person directly, whenever possible and appropriate. If this first step is not possible or effective, the volunteer should approach their supervisor. The EFM staff and/or board is available to hear concerns from volunteers.

DRESS CODE

It is important that volunteers be dressed in a presentable and appropriate fashion, as well as safely and comfortably. Volunteers working in the markets must wear sturdy, closed-toed shoes that cover the ankle (no flip-flops, ballet slippers, etc.) for safety. Be prepared to be outside rain or shine: wear layers, rain jackets and pants, gloves, boots, hat and sunglasses, or use sunscreen for protection as appropriate.

Volunteers for special programs or fundraising activities should dress in a manner appropriate to the event.

EQUAL OPPORTUNITY

It is the policy of EFM to treat all volunteers and staff equally on the basis of job-related qualifications regardless of gender, national origin, age, or any other classification proscribed under local, provincial, or federal law.

EQUIPMENT

EFM provides all the necessary tools, safety equipment and supplies to volunteers and staff when they are needed, so that they may accomplish assigned tasks.

MAINTENANCE OF PERSONAL DATA

You are responsible for updating personal data, such as change of address, contact telephone number, etc., with the Communications Manager.

NO SOLICITATION/NO DISTRIBUTION

The conduction of non-EFM business on site, such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of memberships or any other similar types of activity, is strictly prohibited.

OPEN DOOR POLICY

Should you have or foresee a problem that may interfere with your commitment or ability to adequately perform their responsibilities, please immediately discuss the matter with your supervisor or another member of the staff. The Volunteer Coordinator is always available to discuss changes, problems, or concerns.

PARKING

Parking is not provided. We encourage you to take transit or ride your bike to your market shift.

PROFESSIONAL STANDARDS

The manner in which we as volunteer and paid staff conduct ourselves should create a favourable and lasting impression of EFM and its operations and activities. The continued success of the organization depends on the quality, integrity, expertise, and professionalism of all our staff.

Market customers and program participants must receive prompt and courteous attention and a helpful and meaningful response. Visitors to our markets must always be treated with deference, tact, and courtesy. Similarly, respect and thoughtfulness towards your fellow workers will always be expected.

REPORTING FOR DUTY, KEEPING WORK HOURS

You should report to your assigned supervisor upon arrival. Supervisors will provide instructions for storing coats, bags, and other personal items; we recommend locking valuable items in the trunk of your vehicle or leaving them at home. You must sign-out upon completion of your shift, noting the total number of hours worked. Keeping an accurate tally of volunteer work hours is very important.

RESIGNING FROM THE VOLUNTEER PROGRAM

To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.

SAFETY AND SECURITY PROCEDURES

You are expected to observe and follow all the safety and security policies of EFM. You are also encouraged to report unsafe conditions to your supervisor or the Volunteer Coordinator. If you observe any unsafe or inappropriate behaviour by other volunteers, staff, or visitors & participants, contact any of the staff available.

SEXUAL HARASSMENT

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, vendors, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment.

TERMINATION OF VOLUNTEERS

EFM reserves the right to terminate any volunteer for violations of policies or procedures, or failure to perform assigned duties.

WEATHER

EFM staff make a strong effort to continue all operations and events under mildly inclement weather. In the event of major weather events or natural disasters, EFM staff will give you notice if normal operations are canceled. If you do not receive notification of cancellation, you are expected to report as scheduled.