

Let Their Success Be Your Inspiration!



Junior Achievement of Central Ontario

Volunteer Handbook

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WELCOME!

Thank you for choosing Junior Achievement of Central Ontario (JACO) for your volunteer experience. This manual will give you an overview of JACO and its volunteer programs. Volunteers are an essential part of our organization and we want to welcome you to our team!

JUNIOR ACHIEVEMENT OF CENTRAL ONTARIO MISSION AND VALUES

Mission

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

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 the largest and fastest growing not-for-profit economic education organization. Founded in 1916, JA now reaches over 7 million students annually in grades K-12, in over 100 countries. JA provides economics and business education to youth. JA of Canada (JACAN), established in 1967, has 17 charters operating nationwide. Charters deliver programs to schools and students in cooperation with JA trained volunteers, corporate funders and educators.

Junior Achievement of Central Ontario (JACO) reaches over 70,000 students! All programs are facilitated by volunteers from the community who provide youth with some of the tools and skills required to be self-sufficient while increasing self-confidence. Junior Achievement of Central Ontario is governed by experienced corporate and community volunteers who serve on the Board of Directors.

Together, we believe there's a lot that's right with today's kids. Kids crave opportunity. Kids want to be successful. Kids dream big about the future...REALLY BIG...we like that!

JUNIOR ACHIEVEMENT OF CENTRAL ONTARIO'S FUNDING

Funds are raised from the business community, foundations, service clubs and individuals through contributions and sponsorships. Annual events are conducted by Junior Achievement Of Central Ontario to raise additional funding for our programs and overall operation of the organization.

BE A PART OF JUNIOR ACHIEVEMENT

JACO volunteers come from a wide variety of backgrounds and experiences. The majority come from the business community but many students, retirees, and service club members are part of our volunteer teams. JACO 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, are fun to deliver, and provide immediate feedback and satisfaction. You will step into the classroom and help students take a step in the right direction!

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 workforce
- 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!

The time is right for you to become an active role model in your community. Your commitment could vary from a single school morning to hourly visits over the course of several weeks. Choose from a number of programs that match your background, skills and interests. Take your work back to class and let their success be your inspiration!

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 have the right to...

- ♦ Be given worthwhile volunteer assignments that best suit your skill set
- ♦ Be kept informed and kept up to date
- ♦ Be trained and supervised in a supportive and positive environment
- ♦ Receive comprehensive teaching resources
- ♦ Be given the opportunity to give feedback in an appropriate way to the Program staff
- ♦ Be given recognition and thanked for a job well done
- ♦ Be given a clear and comprehensive description of our volunteer conditions, including duties, responsibilities and benefits
- ♦ Receive feedback on your performance

As a result, you have the following responsibilities:

- ♦ Accept only roles that you feel you can commit to
- ♦ When needed, provide a current approved Police Records Check including a Vulnerable Sector search
- ♦ 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
- ♦ Have no inappropriate conduct inside or outside of the classroom with any student met through their JA program, including students over 18 years of age
- ♦ Never be alone with any participant inside or outside the classroom during or after a JA program
- ♦ Two volunteers must always wait for students to be picked up from the Company Program – A Student Venture program in the evening
- ♦ Volunteers are not permitted to give students rides in their vehicle under any circumstances
- ♦ End your volunteer experience with notification, if possible

- ♦ Notify JACO if you do not wish to be contacted by JA for future volunteer opportunities

WHAT IS JUNIOR ACHIEVEMENT OF CENTRAL ONTARIO'S SCREENING PROTOCOL?

Organizations that provide programs to children and youth (and other vulnerable people) must take reasonable measures to protect them. Junior Achievement of Central Ontario is committed to creating a safe and secure environment for everyone involved with our organization, including the thousands of program participants and the volunteers that deliver JA programs, help with special events or take on leadership roles.

Junior Achievement of Central Ontario's 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.

Screening is a process, performed by an organization, to:

- Create and maintain a safe environment
- Ensure that the *right* match is made between the work to be done and the person who will do it.

An organization does not decide *who* to screen rather it decides *how* to screen. Based solely on the risk involved in the position, an organization determines which screening tools are needed. For example, candidates for the job of a mentor, who works alone with a child, will need to be screened thoroughly for the safety of the child. On the other hand, the position where there is no access to children, confidential records, or money, will likely involve fewer screening steps.

If you are requested to provide a *Police Records Check*, this does not mean that the organization does not trust you nor 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.

Who does Junior Achievement of Central Ontario's Screening Protocol apply to?

The Screening Protocol applies to all members of the Board of Directors, volunteers and Junior Achievement of Central Ontario staff.

Junior Achievement of Central Ontario's Screening Process for the upcoming School Year

All volunteers who deliver JA programs will be required to complete a Volunteer Application form and sign the Volunteer Commitment Agreement. All after-school Company Program Advisors will also be required to have a current Police Records Check including a Vulnerable Sector search and provide two references.

JUNIOR ACHIEVEMENT OF CENTRAL ONTARIO VOLUNTEER POLICIES

Harassment – Zero Tolerance

Junior Achievement of Central Ontario does not tolerate any degree of harassment in the workplace by anyone associated with it. Junior Achievement of Central Ontario is committed to providing a harassment-free volunteer experience in which all people respect one another and work together to achieve common goals; a volunteer experience where teamwork prevails.

Performance Management

Volunteers are expected to comply with the rules, directives, regulations, instructions and policies of Junior Achievement of Central Ontario including, but not exclusive to, the Junior Achievement of Central Ontario Screening Protocol.

Privacy Policy / Consent to Release Information

Junior Achievement of Central Ontario is committed to protecting and respecting the privacy of the personal information shared by volunteers associated with Junior Achievement of Central Ontario. This requires that Junior Achievement of Central Ontario 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 of prime consideration in the administration of the screening process. See Pages 11 to 13 that form part of this document for full Privacy Policy.

Volunteer Information and Management

All volunteers – Program Volunteers, Event Volunteers, Board Members, and any other individuals who render their time on a voluntary basis to Junior Achievement of Central Ontario - 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 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.

Recruitment and Selection

Junior Achievement of Central Ontario 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. Junior Achievement of Central Ontario 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 by Junior Achievement of Central Ontario for the position.

Police Records Check

Volunteers applying for positions in the After-School Company Program are required to undergo an annual Police Records Check 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 Police Records Check up to and including the volunteer paying for it themselves.

Orientation 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 Junior Achievement of Central Ontario volunteer.

Volunteer Feedback and Evaluation

All volunteers are entitled to receive regular and timely feedback on their performance.

Recognition of Volunteers

Junior Achievement of Central Ontario recognizes the contributions of every volunteer, including program volunteers, board members, event volunteers and others who have assisted the organization within the past year.

Re-assignment of Volunteer Role and Termination of Volunteer Responsibility

Junior Achievement of Central Ontario reserves the right to discipline and re-assign a volunteer to another position based on volunteer performance. Junior Achievement of Central Ontario will dismiss volunteers who do not deliver programs or comply with or adhere to established JA standards and principles.

VOLUNTEER COMMITMENT

Programs are booked months in advance and students and their teachers are depending upon you. Once your program date(s) has been confirmed, please make every effort to fulfill your commitment to the students. While we understand emergencies do arise, we ask that programs are not cancelled for any reason other than illness or emergencies. In the event of illness or emergency, please contact your Junior Achievement of Central Ontario office immediately.

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 possibly liability if there is any legal action arising from such a breach.

JUNIOR ACHIEVEMENT OF CENTRAL ONTARIO VOLUNTEER OPPORTUNITIES

PROGRAM VOLUNTEER POSITIONS

Complete volunteer positions descriptions are available on request.

PROGRAM	TIME COMMITMENT			PROGRAM CONTENT	LEVEL OF RISK*
	Training	Ave. Prep.	Delivery		
Our Business World (5)	2 hours	2 hours	1 day (Six hours)	Students learn the fundamentals of starting a business, which includes roles and responsibilities of management, application and interviewing skills, unit vs. mass production and “smart consumerism”.	I
Diversity in Action (6-7)	2 hours	2 hours	1 day (Six hours)	Diversity in Action is an interactive program that illustrates the value of diversity and how it contributes to improving morale, creativity, teamwork, and productivity today in school and tomorrow in their future workplaces.	I
Dollars with Sense (7)	2 hours	2 hours	1 day (Six hours)	This program is designed to help students understand the importance of setting goals, effective planning and making wise choices. By being prepared, you can fulfill your dreams and be successful in life. Students will assess their skills and strengths while learning about future career possibilities, money management and investment choices.	I
ESIS: Economics for Success (8)	2 hours	2 hours	1 day (Six hours)	Key concepts are introduced to help students develop a positive attitude towards education while recognizing the personal and economic costs of living on their own. This program encourages students to consider the advantages of staying in school so they may acquire the knowledge, skills, and motivation to pursue a successful career.	I
Dream Big (9-12)	2 hours	2 hours	1 school day or Workshop format	Students assess their own strengths and abilities, build personal visions and plan for their future. The program stresses the importance of character, integrity and hard work exemplified by Tiger Woods and uses him as a role model to help young people set their own goals. Students are encouraged to learn from Tiger’s example while exploring their own potential through a series of interactive discussion and activities.	I

PROGRAM VOLUNTEER POSITIONS CONTINUED

PROGRAM	TIME COMMITMENT			PROGRAM CONTENT	LEVEL OF RISK*
	Training	Ave. Prep.	Delivery		
JA Titan (10-12)	2 hours	2 hours	4 seventy-five minute sessions or Workshop format	Acting as CEO's at the helm of their own company students apply their knowledge of business as they compete in an entirely online simulation known as JA Titan. Students will test their business skills to make decisions about pricing, production, capital investment, marketing, research and development and charitable giving.	1
Banks in Action (10-12)	2 hours	2 hours	4 seventy-five minute sessions	Student teams role-play to demonstrate their knowledge of interest, savings, loans and risk assessment, marketing and research and development expenditures	1
Global Learning of the Business Enterprise (GLOBE) (11 -12)	2 hours	6 hours	12-14 seventy-five minute sessions (one per week)	This international education program offers students the opportunity to manage an import/export company as a joint-venture with a classroom in another country. Students learn the principles of international trade and gain practical skills necessary to function in a global marketplace.	1
Company Program After-school (9 -12)	3 hours	6 hours	After school 18-20 three-hour sessions (evening hours)	An after school activity where high school students select and operate their own company with the help of volunteer consultants. Students establish goals, raise capital, prepare a business plan, manufacture a product or service, develop marketing and sales strategies, liquidate the company, distribute dividends and issue a shareholder report. Key learning areas include: communication, problem solving, team building, time management and basic financial accounting.	3

ADMINISTRATIVE VOLUNTEER OPPORTUNITIES

Complete volunteer positions descriptions are available on request.

DUTY	TIME COMMITMENT	TRAINING	SKILLS/EXPERIENCE/QUALIFICATIONS	LEVEL OF RISK*
Office Administrative Assistant	Varies with organizational need	1-2 hours	<ul style="list-style-type: none"> • Strong administrative and organizational skills • Good knowledge of Microsoft Office applications • Excellent attention to detail • Good communication and interpersonal skills 	I
Program Material Sorter	Varies with organizational need	20 minutes	<ul style="list-style-type: none"> • Strong organizational skills • Excellent attention to detail • Good communication and interpersonal skills 	I
JA Advisory Committee (by invitation only)	Varies with organizational need	15 minutes	<ul style="list-style-type: none"> • Experience and knowledge in the area of topic • A willingness to contribute to discussions • Ability to accept and complete tasks assigned • Good time management abilities • May require presentation skills and note taking experience 	I

* Junior Achievement rates their volunteer positions based on the level of risk.

Positions identified by the Risk Matrix as Level 1:

JACO will require (at minimum):

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

Positions identified as Level 2:

JACO will require (at minimum):

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

Positions identified as Level 3:

JACO will require (at minimum):

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

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.

JA PRIVACY POLICY/CONSENT TO RELEASE INFORMATION

Our Commitment

At Junior Achievement of Central Ontario (JACO), 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 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 Junior Achievement of Central Ontario 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 Junior Achievement of Central Ontario 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

Junior Achievement of Central Ontario collects personal information for the primary purpose of conducting our day-to-day operations, special events and other activities. JACO 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 to 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, 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, JACO 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 CEO of Junior Achievement of Central Ontario 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.

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 by JACO to:

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

With your permission, JACO will inform your employer of your volunteer commitment and assignment.

D. 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.

Junior Achievement of Central Ontario 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 JACO has obtained about you. To arrange access, please contact our Privacy Officer for details.

F. Changing Personal Information

JACO endeavours to ensure that personal information held by it is accurate, complete and up to date. Where you believe that personal information held by JACO 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 us as set out below.

I. 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 this website www.jacentralontario.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 Junior Achievement of Central Ontario's privacy policy on the treatment of personal information should be directed to (416) 360-5252.

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 August 6, 2008.

PROGRAM VOLUNTEER CODE OF CONDUCT

JA is an organization dedicated to making a difference in the lives of the 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 in program participants:

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

Volunteers are expected to:

- Be actively engaged in presenting JA programs in a dynamic manner, utilizing examples that are relevant and related to the learning outcomes or activity objectives.
- Be observant of program participants and be prepared to adjust delivery styles or curriculum content to meet the learning and development needs and the group dynamics of the students involved.
- Work together with the classroom teacher to ensure a positive learning environment is maintained.
- Ensure that your volunteer involvement accomplishes the learning objectives for the students, and broadens their own professional development.
- Inform their supervisor as far in advance as possible if unable to meet their volunteer commitments.
- Enjoy the experience and have fun!

Volunteers should not:

- Have any inappropriate contact* inside or outside the classroom (or other place where they fulfill their JA related duties) with any student met through their Junior Achievement program or class, including those students 18 years of age or older.
- Deliver a program without the teacher present in the room at all times.
- Transport program participants unless it is part of your written position description and appropriate screening measures conducted.
- Be in contact with any student inside or outside the classroom (or other place where they fulfill their JA related duties) unless, the student's teacher, or other school-sanctioned adult, or the student's parent is present or aware of the situation.
- Be in contact with any student inside or outside the classroom without the prior knowledge or consent of the JA staff and the student's teacher or parent. Exceptions would include routine business activity or bonafide job interviews for students 15 years of age or older, conducted at a regular place of business and during regular business hours.
- Express personal opinions during program delivery that are not endorsed by the organization.

* 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 volunteer for Junior Achievement of Central Ontario.
- 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 JA volunteer. Junior Achievement of Central Ontario 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 Junior Achievement volunteer.

REPORTING INCIDENTS

All volunteers are asked to report any incidents to JACO immediately.

Incidents 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 and submit immediately to your supervisor as outlined in your volunteer position description. The supervisor will follow up and document further actions taken. This incident report form is available by contacting the JACO office as outlined on page 13 of the handbook.

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.

NON-PROGRAM VOLUNTEER CODE OF CONDUCT

JA is an organization dedicated to making a difference in the lives of the 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 in program participants:

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

Volunteers are expected to:

- Perform their volunteer duties on a scheduled, punctual and reliable basis.
- Inform their supervisor as far in advance as possible if unable to meet their volunteer commitments.
- Conduct themselves professionally while representing Junior Achievement.
- Strive to maintain and protect a positive and productive work environment.
- Enjoy the volunteer experience and have fun!

Confidentiality

I understand that in my role as a JA volunteer, any information (written, verbal or other form) obtained during the performance of my duties must remain confidential. I understand that any unauthorized release or carelessness in the handling of this confidential information is considered a breach of the duty to maintain confidentiality. I further understand that 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.