



# Volunteer Orientation Handbook



## HISTORY OF GOODWILL INDUSTRIES

Edgar J. Helms, a Methodist minister in Boston, founded the Goodwill movement in 1902. When first incorporated in 1910, it was known as Morgan Memorial Cooperative Industries and Stores, Inc. The name "Goodwill Industries" was later adopted after a Brooklyn, NY, workshop coined the phrase.

Today, Goodwill Industries International is an association of 207 autonomous member organizations, each governed by a local board of directors. It is the largest privately operated network in the world devoted to helping people who want to work. Goodwill is a nonprofit organization that funds its social service programs through revenues generated by its donated goods business – a charity that runs a business.

Goodwill Industries in Sarnia was founded in 1933 as the Family Services Guild to supply food hampers to people in need. In 1959, the name was changed to include "Goodwill Industries". A thrift store was opened to provide work for men and women who collected, cleaned, repaired and sold used clothing and household items. In 1973, Goodwill was incorporated as a non-profit organization, and became a member of the world-wide association of Goodwill Industries International.

Today, Goodwill Essex Kent Lambton assists over 300 people each year with educational and vocational training and job placement services through our Workforce Development initiatives. All of Goodwill's services are offered free of charge. Revenues come from the sale of donated household goods, industrial contracts and salvage for underdeveloped countries. Other major sources of revenue are government grants and fundraising activities.

Locations of Goodwill Essex Kent Lambton are:

- **Goodwill Centre** - 1121 Wellington Street, Sarnia, Ontario N7S 6J7  
*Corporate Headquarters*
- **Goodwill Stores**
  1. 1249 London Road, Sarnia, Ontario N7S 4T3
  2. 255 Grand Avenue W, Chatham, Ontario N7L 1C3
  3. 1307 Michigan Ave, Sarnia, Ontario N7S 4M6
- **Goodwill Attended Donation Centres**
  1. 1416 Dufferin Avenue, Wallaceburg, Ontario
  2. 1249 London Road, Sarnia, Ontario N7S 4T3
  3. 255 Grand Avenue W, Chatham, Ontario N7L 1C3
  4. 1121 Wellington Street, Sarnia, Ontario N7S 6J7
  5. 1307 Michigan Ave, Sarnia, Ontario N7S 4M6
  6. 298 Lauzon Rd, Windsor, Ontario N8S 3L6
  7. 3799 Tecumseh Rd, Windsor, Ontario
- **Goodwill Career Centres**
  1. 1249 London Road, Sarnia, Ontario N7S 4T3
  2. 300 Lacroix, Chatham, Ontario N7M 6M6

## MISSION STATEMENT

To change lives through the power of work.

## VISION

To be the recognized leader in helping people develop work and life skills to find employment.

## ABOUT THIS HANDBOOK

This handbook has been prepared as a convenient source of information for volunteers at Goodwill.

## OUR WEBSITE

Please visit our website at [www.goodwillekl.com](http://www.goodwillekl.com). Also, check out the website of Goodwill Industries International at [www.goodwill.org](http://www.goodwill.org).

# Introduction to Volunteering at Goodwill

## PURPOSE

Goodwill encourages maximum involvement of volunteers. This involvement pro-motes good agency/community relations and allows us to enhance our retail programs.

Most services provided by volunteers do not require special skills. A staff member will provide training and guidance, and will answer your questions. In making assignments to specific duties within Goodwill, we are asking you to share your abilities to assist us where you are needed the most.

Feel free to discuss any concerns you may have about the volunteer program with the volunteer coordinator. We hope that you will benefit from your volunteer experience. We welcome you as a member of the growing community of individuals whose lives have been enriched by Goodwill's efforts to help others.

Whether you are serving as an individual volunteer or as part of a small group, you provide valuable assistance to Goodwill. As you contribute your talent, time, and energy, we hope you know that your assistance benefits the needs of the entire community.

## REQUIREMENTS

We ask that our volunteers:

- Be at least 18 years of age for Board volunteers.
- Be sincere in your offer of service and believe in the value of the job to be done.
- Be willing to learn.
- Be willing to participate in orientation and training.
- Work to understand the function of the staff and maintain a smooth working relationship with them.
- Stay within the bounds of volunteer responsibility.

- Accept the guidance and decisions of Goodwill management and/or the volunteer coordinator.
- Maintain the dignity and integrity of community service with the public and in accordance with the Goodwill Accessibility Policy.
- Carry out your assigned duties promptly and reliably.
- Obtain a police check if volunteering for a position that is directly working with a sheltered employee. Police checks are not required for secondary school student volunteers, foreign students, special events volunteers, office administration or board directors.

## LIABILITY

All accidents must be reported immediately to the manager on duty or to the volunteer coordinator. Goodwill does not provide WSIB (Workplace Safety and Insurance Board of Ontario) insurance coverage for volunteers. In the event of an accident the volunteer is responsible for obtaining and paying for treatment.

## SHOPPING POLICY

Volunteer shopping at Goodwill's stores is allowed before or after a volunteer's scheduled service time, but not while working. Shopping during breaks or lunch is also NOT allowed for retail store volunteers. Volunteers are prohibited from selecting/holding items for anyone to purchase from the production areas, donation centers or any area other than the sales floor. All purchases must be rung through the cash register by a different staff member, and all purchases are recorded in a Staff/Volunteer Purchase Book and initialed by a supervisor.

## TIME

Days and hours will be agreed upon by the volunteer and the volunteer's supervisor.

## VOLUNTEER STATUS

Individuals participating in the Goodwill Volunteer Program are considered to be volunteers and therefore, not entitled to any form of compensation or employer funded benefit programs. Participating as a volunteer is not an offer of employment or a promise of future employment.

## WORK SITES

The volunteer's supervisor and the volunteer will agree upon the exact type of service to be performed and location of the work site location.

## DRESS CODE

It is our objective not only to assure neat and appropriate appearance while on the job, but also to assure safety on the job. Volunteers are expected to project a professional image. Safety concerns in work areas may also limit the style and type of attire a person may be allowed to wear.

Volunteers must adhere to the same dress code as the employees in the area in which they are volunteering. Your personal appearance reflects on the public's image of Goodwill. Many volunteers and employees have direct contact with the public. In addition, guests may be taken on tours through the facilities. All volunteers are expected to be clean, well groomed, and appropriately dressed for a work situation.

All clothing worn should allow enough freedom of movement to do assigned tasks, but not so loose as to create a hazard in operating machinery.

Please adhere to the following items of dress code:

- Keep hair neatly trimmed and combed.
- Bathe, use deodorant and brush teeth daily.
- Closed shoes are required in the store and production areas.
- Clothing must be neat, clean and appropriate to the job.
- Extremes of clothing and appearance are not acceptable, for instance, see-through tops, thongs, heavy make-up, etc.
- Volunteers issued uniforms, jackets or aprons must wear them on the job.
- Specific departments or work areas may have additional requirements i.e. steel-toed boots, etc.
- The supervisor is responsible for ensuring that the dress code is followed.

Volunteers will be provided with identification so that they can be recognized as volunteers when meeting the public.

If a person's attire is not appropriate, the individual may be sent home to change his or her attire.

If you have any questions regarding the appropriate attire to wear to your work assignment, please ask your supervisor.

## DRUG-FREE WORK ENVIRONMENT

Goodwill Industries is concerned about the effects of the use of illegal drugs and the abuse of alcohol upon the health and safety of its employees and volunteers. Goodwill intends to maintain a workplace free of the problems associated with the illegal use or abuse of drugs or alcohol.

This policy covers all employees and volunteers of Goodwill and applies to all Goodwill property which, for purpose of this policy, includes grounds and parking lots, leased space, company vehicles, and personal vehicles used on Goodwill time at any location.

The possession, use, distribution, transfer, manufacture or sale of alcohol, illegal drugs, or legal drugs without a valid prescription on Goodwill property, in a Goodwill vehicle, or on Goodwill time is specifically prohibited. Any employee or volunteer who violates this prohibition is subject to disciplinary action up to and including dismissal.

Reporting for duty or working with drugs present in the body or while affected by alcohol will be handled under disciplinary procedures or by referral for counselling or rehabilitation, as management determines. This prohibition includes prescription drugs, unless the individual has a current legal prescription and valid medical reason for using such a prescription drug.

In order to assure that employees and volunteers can perform their job safely, individuals using prescription drugs according to a physician's instructions or using over the counter drugs for medical purposes should, in the event such drugs might impair their physical, mental, emotional, or other faculties, notify their supervisor or department head immediately upon reporting to work.

## HARASSMENT AND DISCRIMINATION

It is the policy at Goodwill that every one of its employees and volunteers has the right to work in an environment free of personal and/or sexual harassment and to be treated with respect, courtesy and tact. Personal sexual harassment is behaviour which is prohibited under the Human Rights Code, and will not be tolerated at Goodwill.

Goodwill recognizes that every person who is worker at Goodwill has a right to freedom from harassment in the workplace by the employer or agent of the employer or by another worker because of race, ancestry, place of origin, colour, ethnic origin, citizenship or creed. Goodwill believes that a healthy workplace, free from such discrimination, will ensure that every employee and volunteer has equal opportunity to achieve his or her career goals.

Every volunteer is protected by, and is expected to abide by, the written Goodwill policies on harassment and discrimination.

## CONFIDENTIAL INFORMATION

In the course of your volunteer service with Goodwill, you may gain confidential information relating to staff, clients, operations, and business plans of the Company. The information could be conveyed verbally or in writing, and it may be formal or informal in nature. As a condition of volunteer service, volunteers must preserve the confidentiality of information they receive and adhere to the Goodwill Policies on Confidentiality and Privacy. As part of their volunteer application, volunteers agree to not disclose or publish confidential information without written authorization from the President of the Board of Directors or the Chief Executive Officer.

## CONFLICTS OF INTEREST

In order to preserve honesty and impartiality of their volunteer duties, volunteers must not place themselves in a position where they, or their family or friends, might benefit from special consideration or gain special favor or treatment from Goodwill, its employees, or its clients.

Volunteers must report, to the CEO or the Board President, any business, financial, or professional interests that might be seen as being in actual or potential conflict with their volunteer duties.

## THE VOLUNTEER'S RESPONSIBILITIES

Volunteers are an integral part of the Goodwill work force. The staff and other volunteers count on you to be here when you are scheduled to work. Please respect the staff and notify your supervisor if you are unable to fulfill your commitment.

Volunteers will work out a schedule with their immediate supervisor. They will be expected to arrive and leave at the prearranged times. Supervisors will plan ahead to have work available. When a volunteer does not come in to work at the scheduled time, the work does not get done, and the supervisor and staff have to adjust their schedule accordingly. Please discuss any changes in the work schedule beforehand.

Goodwill facilities close only under extreme and hazardous weather conditions. Please use your best judgment when venturing out in inclement weather. Your safety is of utmost importance to us.

Please do not use the telephone for personal calls. If you must make a telephone call while in our facility, speak with your immediate supervisor.

To ensure your protection in case of an emergency, please inform Goodwill of any changes in name, address, phone number and emergency contact information.

Volunteer assignments are made to fulfill Goodwill needs as well as to fulfill your wishes for a rewarding volunteer experience. If, as time passes, you no longer feel the fit is right, please speak with the Volunteer Coordinator. Adjustments can be made in job placements and/or time commitments. Should you request, or should Goodwill feel it necessary to change the volunteer commitment, every effort will be made to resolve the situation to the benefit of both parties.

All donated goods are the property of Goodwill. Donations may not be used for the benefit of any one person. Anyone who accepts or takes donations for personal use or benefit will be asked to discontinue volunteering at Goodwill. In-plant shopping or setting items aside is not permitted. This rule will not be broken for anyone, employee or volunteer.

Smoking is allowed outside only. Each Goodwill facility has a designated smoking area. Smoking is allowed only during scheduled breaks and lunch periods. Smoking is not allowed in the Goodwill vehicles or office areas.

Should an injury occur, please notify your immediate supervisor immediately, no matter how minor it may seem at the time.

There is no insurance coverage for volunteers who use their own personal cars for company business.

Free parking is available in the designated employee parking lots around the stores and plants. Goodwill is not responsible for damage to or theft of vehicles, or property in the vehicles.

Solicitation and handing out flyers is not allowed on Goodwill property.

Personal property is hard to protect from theft or misuse. Goodwill handles a large volume of donated goods every day. It is very hard to identify and keep personal items belonging to the employees/volunteers separate from the donations that belong to Goodwill. Please do not bring personal items such as radios, calculators or sums of money with you. Authorized Goodwill staff has the authority to take any action needed to protect employees and property. Goodwill reserves the right to inspect purses, lunch pails, sacks, etc., of any employee or volunteer about to leave the premises. Store purchases must have a sales receipt with the purchase.

The actions below will subject a volunteer to immediate termination. This list is not all-inclusive and may be amended when necessary.

- Sale, use, or possession of alcohol or illicit drugs during volunteer activity (social situations may permit social drinking)
- Unauthorized removal of either Goodwill property or another staff or volunteers' personal property
- Unauthorized buying or selling of Goodwill property or merchandise
- Fighting or using threatening language to other staff, clients, or volunteers
- Falsely reporting a fire or falsely pulling a fire alarm
- Excessive absences

## A WORD OF THANKS

Volunteers are valued at Goodwill, and we want to sincerely thank you for your interest and your service!