



Student/ Youth Volunteer Handbook

Saskatoon Friendship Inn

619 20th Street West

Saskatoon, SK

S7M 0X8

(306) 242-5122

Process

1. Complete the youth application.
2. Read and sign Waiver of Liability, Confidentiality Agreement, Removals of Goods and Photo & Social Media Authorization.
3. Read, understand and adhere to the Volunteer Rules & Expectations.
4. Get the Parental Consent Form completed.
5. Contact the Volunteer & Event Coordinator to schedule your shift if you are needing hours for your class. You can phone (306) 242-5122 or email jodyb@friendshipinn.ca.
6. Submit your completed application and Parental Consent Form. You can either drop off the forms in person or email them to jodyb@friendshipinn.ca.
7. Arrive for your shift.
8. Enjoy your shift!

When you arrive for your shift

When you arrive as a volunteer we want to make it easy for you to understand what to do and how to do it.

1. Parking is available in the parking lot directly west of our building (off Ave G S along the chain link fence) or anywhere along Ave G S.
2. You can enter through the kitchen door off the parking lot between the hours of 7:00am and 3:00pm. If you are starting after 8:00am you can enter through the front door on 20th Street.
3. Once you are inside, we ask you to sign-in on the volunteer sign-in sheets. These sheets can be located in the reception area during the week and in the kitchen during the weekends.
4. You will head to the kitchen once you are signed in. You can ask for the Kitchen Manager or Head Cook. Either of these people will direct you to the lockers to store your jacket and/or valuables, and have the keys for the locks.
5. The Kitchen Manager or Head Cook will show you where the gloves, aprons and hairnets are. They are generally kept on a metal shelf on the west wall of the kitchen. Everyone will need to have gloves, apron and hairnet on when working in the kitchen. If you are working in the dining room you will only need to have gloves on.
6. Once you are dressed, the Kitchen Manager or Head Cook will assign tasks to you. Depending on the time of the day, they may have you helping in the back of the kitchen, in the serving line or helping in the dining room.
7. If you are helping in the dining room during your volunteer time you will be working with the dining room staff. Either the Kitchen Manager or Head Cook will take those volunteers to the Floor Staff in the dining room for instructions.
8. After your shift is done your aprons go into the laundry basket just before the garage door; gloves and hairnets go into the garbage.
9. You will also need to make sure you sign out on our volunteer sign-in sheets. We ask for you to sign-in and out so that we know who is in the building in case of an emergency, and so we can track how many hours our volunteers generously give us.
10. The Kitchen Manager or Head Cook can fill out your service hour sheet on the weekends at the end of your shift. During the week the Volunteer & Event Coordinator can complete your sheet for you.
11. In case of emergency in the building, we all exit the building and meet at the muster point which is across the street in front of the White Buffalo Youth Lodge parking lot.

Rules & Expectations for Volunteers

As a volunteer it is important to us that you are safe and secure while you are at The Friendship Inn. We have a list of rules and regulations for volunteers. We ask that every volunteer reads a copy of the Rules and Expectations prior to your shift.

Rules & Expectations

1. Hours of operation are 7:00 am to 3:00 pm daily. When you come in for your shift you MUST sign into our volunteer book (white pages).
2. We have implemented a dress code according to health and safety guidelines:
 - a) No open-toed shoes or sandals can be worn in the dining room or kitchen
 - b) Long hair needs to be pulled back and able to fit into a hairnet
 - c) Please dress moderately: no clothing with profanity or inappropriate messages/ graphics, bandanas or anything that may be revealing
 - d) No tank tops, sleeveless tops, midriff baring tops or low cut shirts
 - e) No short shorts or short skirts
 - f) Cell phones and headphones are NOT to be used during the shift.
3. If you encounter a crisis situation (medical emergency, violence, etc.) please alert a staff member on duty right away and step back to a safe distance. Our staff are trained and equipped to deal with these situations.
4. As a volunteer, guests may ask you for items from the kitchen. Please refer guests or the request to a staff member that is on duty. Volunteers are not to get ANY item from the kitchen or storage area for a guest.
5. Anything that is donated to The Friendship Inn is considered property of The Friendship Inn and taking of these items will be treated as theft.
6. Volunteers need to consider their own personal safety and wellbeing when at The Friendship Inn. Please DO NOT offer rides to the guests, or give out personal information to the guests. Money and cigarettes are not to be given to the guests.
7. The Friendship Inn is not responsible for any personal belongings. Please leave all valuables (cell phone, jewellery, wallets/ purses, etc.) either at home or in a secure area as designated by a staff member.
8. Please do not use derogatory or profane language at any time.
9. The use/ misuse of prescriptions drugs or other medications (ie: cannabis) that impair an individual's ability to safely and effectively perform his/ her duties is prohibited.
10. The use or possession of drugs and/or alcohol in the workplace, along with reporting to work under the influence is prohibited. Those who violate this policy risk possible termination of volunteer involvement.

Waiver of Liability

- I wish to volunteer my time, effort and services to The Friendship Inn as a volunteer.
- I recognize that as a volunteer I donate my time, effort and services and understand there will be no compensation in return.
- I understand as a volunteer that I am not covered by any workers compensation or similar insurance that would pay medical bills incurred because of any injury I may receive while volunteering.
- In return for my agreement to these conditions, The Friendship Inn agrees to accept my services as a volunteer.

Confidentiality Agreement

- I understand The Friendship Inn serves the needs of people, therefore, I agree to maintain confidentially in all matters relating to staff or clientele.
- I understand that everything that happens at The Friendship Inn is confidential and I am not to repeat names or specific situations that happen at The Friendship Inn to anyone outside of the workplace.
- I will always have the best interest of The Friendship Inn in mind. I may, on occasion, tell a story about something that happened at the Inn, but no names are to be used outside of The Friendship Inn.
- Failure to comply with this agreement is reason for dismissal from the volunteer program.

Removal of Goods

- No food or goods are to be given away to staff, volunteers and/ or fine-option participants without consent from the Executive Director or Kitchen Manager.
- All items donated to or purchased by The Friendship Inn are property of The Friendship Inn.
- The Executive Director may, at his/her discretion, allow staff to take items not usable by the Friendship Inn.
- Surveillance cameras are located throughout the building and are monitored on a 24-hour basis. Any volunteers caught stealing will be immediately banned from the volunteer program.

Photo and Social Media Authorization

- I hereby grant The Friendship Inn the right to take and use the photograph(s)/video taken by staff and/or media for the general purpose of promotion.
- I hereby grant permission to use appropriate work related images on Friendship Inn's Twitter, Facebook and Instagram pages.
- These photos/images/videos will be used strictly for the purpose of showing the daily activities that occur at the Friendship Inn to promote/encourage further program engagement and support.

General Information

If you need to cancel your shift:

If you are unable to make a shift that you are scheduled for please contact the Volunteer & Event Coordinator with The Friendship Inn at (306) 242-5122 or email at jodyb@friendshipinn.ca.

We want to hear about your experience:

We always want to hear about your experience from volunteering, as some of the feedback may be used for stories on our website. Please contact the Volunteer & Event Coordinator to set up a meeting or to talk it through. The Volunteer & Event Coordinator can be reached at (306) 242-5122 or jodyb@friendshipinn.ca.

Thank you

for your commitment!!!

