WELCOME!
Thank you for choosing JA for your volunteer experience. This manual will give you an overview of JA at the local level and our volunteer program as well as an overview of JA Canada and JA Worldwide. Volunteers are an essential part of our organization and we want to take this opportunity to welcome you to our team!

JA’s MISSION, VISION AND VALUES

Mission
To inspire and prepare youth to succeed in a global economy.

Values
- Belief in the boundless potential of young people.
- Commitment to the principles of market-based economics and entrepreneurship.
- Passion for what we do and honesty, integrity and excellence in how we do it.
- Respect for the talents, creativity, perspectives and backgrounds of all individuals.
- Belief in the power of partnership and collaboration.

INTRODUCTION TO JA

JA (Junior Achievement) is the largest and fastest growing not-for-profit economic education organization. Founded in 1919, JA now reaches over 7 million students annually in grades K-12, in over 115 countries. JA provides economics and business education to youth. JA Canada, established in 1967, has charters operating nationwide. Charters deliver programs to schools and students in cooperation with JA trained volunteers, corporate funders and educators.

JA South Western Ontario serves the following counties: Middlesex, Elgin, Oxford, Huron, Perth, Grey, Bruce, Chatham-Kent, Lambton and Essex. We reach over 14,000 youth in elementary and high schools utilizing volunteers from our local business communities. These volunteers facilitate programs to provide youth with some of the tools and skills required to be self-sufficient while increasing self-confidence. JA is governed by experienced corporate and community volunteers who serve on the Board of Directors.

JA FUNDING
Funds are raised from the business community through contributions, sponsorships and foundations. Annual events are conducted by JA charters to raise additional funding for programs and overall operation.

VOLUNTEER PROFILE
JA Volunteers must be comfortable speaking to a larger audience, enjoy working with youth and have the time to commit to pre-lesson planning. Volunteers who conduct the JA Company Program after school will be required to agree to a Police Records Check.

VOLUNTEER BENEFITS
You will step into the classroom and help students take steps in the right direction! As a JA 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. With school and community support, corporate endorsement and JA offices across Canada, it’s easy to get involved and make a big difference. Show students what it takes to accomplish their goals!

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BE A PART OF THE JA EXPERIENCE

• 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 workplace
• 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 based on the program you select. 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!

ROLES AND RESPONSIBILITIES OF A JA VOLUNTEER

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
• Provide a current approved Police Records Check (if required)
• 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 with your 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
• Volunteers are not permitted to give students rides in their vehicle under any circumstances
• End your volunteer experience with notification, if possible
• If you do not wish to be contacted by JA for future volunteer opportunities, notify your Program staff
WHAT IS JUNIOR ACHIEVEMENT’S SCREENING PROTOCOL?
Organizations that provide programs to children and youth (and other vulnerable people) must take reasonable measures to protect them. JA 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.

JA’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 JA’s Screening Protocol apply to?
The Screening Protocol applies to all members of the Board of Directors, Volunteers and Staff.

Screening Process for the upcoming School Year
All volunteers who deliver JA programs will be required to complete the on-line Volunteer Registration form and read or have reviewed in a training session the Volunteer Handbook and sign the Commitment Agreement acknowledging agreement to the conditions therein. Volunteers participating in the after-school JA Company Program will additionally need to provide 2 references and agree to a Police Records Check.

JA VOLUNTEER POLICIES

Harassment – Zero Tolerance
JA does not tolerate any degree of harassment in the workplace by anyone associated with it. JA 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 JA including, but not exclusive to, the JA Screening Protocol.

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Privacy Policy / Consent to Release Information
JA is committed to protecting and respecting the privacy of the personal information shared by volunteers associated with JA. This requires that JA 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 page 6 for complete Privacy Policy/Consent to Release Information document.

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 JA - 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.

Risk Management
All volunteer positions will be examined in light of the relevant factors to determine the degree of risk involved. When there is a doubt as to the degree of risk, a position will be categorized as “high risk.”

Position Descriptions
JA will maintain position descriptions for all volunteer positions involved in the organization.

Recruitment and Selection
JA 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. JA 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 JA for the position.

Police Records Check (PRC)
Volunteers interested in positions deemed to require PRC’s are required to undergo an annual PRC 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 PRC 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 JA volunteer.

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

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

Exit Interviews
JA has a considerable investment in its volunteer resources. Exit interviews will be conducted to evaluate the circumstances surrounding the separation of a volunteer.

VOLUNTEER COMMITMENT
Programs are booked months in advance and students and their teachers are depending on 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, contact your JA London office.

PRIVACY POLICY/CONSENT TO RELEASE INFORMATION

Our Commitment
At JA Canada, 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 JA Canada 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 JA 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 JA Canada 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
JA Canada collects personal information for the primary purpose of conducting our day-to-day operations, special events and other activities. JA Canada 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 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, JA Canada 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 President & CEO of JA Canada 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 JA Canada to: enable mail contractors to deliver documents and communications to stakeholders; and send direct mail to stakeholders with news of special events.

D. Withdrawing Your Consent
If you do not consent to all of the disclosures set out above then you can inform us that you do not wish to have your personal information used or disclosed by us, by contacting our Privacy Officer as set out below. JA Canada 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 JA Canada has obtained about you. To arrange access, please contact our Privacy Officer for details.

F. Changing Personal Information
JA Canada endeavours to ensure that personal information held by it is accurate, complete and up-to-date. Where you believe that personal information held by JA Canada 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.

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.

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 website http://jacanada.org on an ongoing basis for information on our most up-to-date practices.
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, JA’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 behavior 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 JA 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 JA.
- Physical contact which is inappropriate to a teacher-pupil professional relationship considering the age and sex of the student.
These are examples only. This is 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. JA 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 JA volunteer.

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.

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, JA’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 behavior 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 JA.
- 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.
CONSENT TO RELEASE INFORMATION

I provide my consent for JA to collect, use and disclose my personal information as outlined in the JA Privacy Policy. I am able to view this policy at:  http://jacanada.org/jaswo

Volunteer Name (print): _________________________________

Signature: ____________________________________________

Date: _______________________________________________

VOLUNTEER COMMITMENT AGREEMENT

Volunteer Commitment
I have read the Volunteer Commitment and/or it has been reviewed with me during training and I accept and agree to the conditions therein. I am able to view this document at:  http://jacanada.org/jaswo

Volunteer Code of Conduct
I have read the Code of Conduct and/or it has been reviewed with me during training and I understand and agree to abide by the following documents relevant to my JA Volunteer Position. I am able to view these documents at:  http://jacanada.org/jaswo

- Position Description
- Volunteer Handbook
  - Volunteer Code of Conduct
  - JA Privacy Policy

Volunteer Name (print): _________________________________

Signature: ____________________________________________

Date: _______________________________________________

For office use only: to be filed for 2 years from date in secure location, including application form

Volunteer Type: □ Level 1 □ Level 2 □ Level 3

Program Training: □ MTM □ OBW □ BOO □ DWS □ EFS □ CP □ PF □ WOC

Training Date: __________________________