



JA
South Western
Ontario

Member of
JA Canada

VOLUNTEER HANDBOOK



2024-25



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WELCOME



Thank you for choosing JA for your volunteer experience.

JA Volunteers are an essential part of our organization and play an important role in positively impacting the lives of young people. Your efforts help youth gain the skills that employers seek and entrepreneurs need. Volunteers bring valuable experience to JA work readiness, financial health, and entrepreneurship programs, truly inspiring students to reach their potential.

This handbook is your resource as a JA Volunteer. Please familiarize yourself with its contents, as it will answer many questions about being a JA volunteer. If you have questions after reading the handbook, please get in touch with your JASWO Program Manager, who will be more than happy to help.

JA's Vision, Mission, and Values

VISION

A world in which young people have the skillset and mindset to build thriving communities.

MISSION

JA inspires and prepares young people to succeed in a global economy.

VALUES



ABOUT JA SWO



Originally formed in 1919, Junior Achievement is now one of the world's largest youth-serving NGOs. JA prepares young people for employment and entrepreneurship, delivering hands-on, experiential learning in work readiness, financial health, and entrepreneurship. Reaching more than 10 million young people last year, JA is one of the few organizations with the scale, experience, and passion to build a brighter future for the next generation of innovators, entrepreneurs, makers, and managers.

Since 1963, schools in southwestern Ontario have relied on JA to prepare young people for success in an ever-changing global economy. JA South Western Ontario is responsible for the geographic area including the counties of Essex, Chatham-Kent, Lambton, Elgin, Middlesex, Oxford, Huron, Perth, Bruce, Grey, Wellington, Waterloo, Brant, Hamilton, Haldimand-Norfolk, and Niagara.

We work with schools to deliver experiential learning in the classroom to students in Grades 4-12. We also work directly with students through self-directed online learning and after-school programming. Our work is centered around three core pillars:

WORK READINESS	FINANCIAL HEALTH	ENTREPRENEURSHIP
Problem-solving and learnability	Money and risk management	Goal orientation and initiative
Communication, interpersonal, and social skills	Higher-order thinking	Leadership and responsibility
Hard work, dependability, and teamwork	Adaptability	Creativity
Integrity and ethics	Negotiation	Teamwork
Self-motivation and self control	Resilience	Perseverance
Positive attitude and positive self-concept	Intuitive decision-making	Resourcefulness

IMPACT



Funding for JA SWO programs and events is raised from the business community through contributions, sponsorships, and foundations. Annual events are conducted by JA SWO in order to raise additional funding for programs and overall operations.

Our partners and donors provide us with the critical funding needed to develop and deliver our programs, train volunteers, and offer scholarships to Canada's future leaders.

JA SOUTH WESTERN ONTARIO IMPACT 2023-2024



30,782
student
engagements



284
schools



1056
classes



601
volunteer
engagements

EQUITY, DIVERSITY & INCLUSION

Our programs are designed to be inclusive and accessible, free of prejudice and discrimination. We respect the backgrounds, creativity, and talent of all individuals. As we inspire and prepare young people to succeed in a global economy, we teach youth to recognize inclusivity and diversity as an asset.

JA SWO 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 SWO 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 SWO for the position.

VOLUNTEER POSITIONS



In-Class Program Facilitator

Support for all programs includes training, program materials, and lesson guides. Volunteers should be comfortable speaking in front of a group of students. JA South Western Ontario needs in-class program facilitator volunteers for the following JA programs:

More than Money
Dollars with Sense
Economics for Success
Success Skills

Responsibilities & Activities

- Volunteer on your own or with a volunteer partner to facilitate the program to the class.
- Lead class discussions and involve students in activities.
- Prepare for the sessions.
- Communicate with host teacher, volunteer partner and Program Manager in a timely manner.

Working Conditions

- Group of 25-30 students during school hours from September to June.

Skills, Experience and Traits Desired

- Good understanding of basic business concepts and financial management. For Business of Our Own, retail business experience is an asset.

Average Time Commitment

- Group Training: 1-1.5 hours
- Preparation: 2-4 hours
- Classroom Visit: 4-5 hours
- Total: 7-10.5 hours



Company Program Mentor

Company Program Volunteer Mentors provide leadership and guidance to a team of high school students as they plan and operate their own small business, either in-person or in a virtual setting.

Responsibilities and Activities

- Guide students through the practical aspects and activities of running their own business.
- Lead group discussions and encourage students to think creatively and critically.
- Prepare for the sessions. If volunteering on your own, prepare independently. If volunteering with a partner, prepare together.
- Share your own business and career experience.
- Communicate with volunteer team and Program Manager in a timely manner.

Working Conditions

- Group of 10-15 students outside school hours from November to May.

Skills, Experience and Traits Desired

- Good understanding of entrepreneurship, business development and management concepts.
- Experience in small business is an asset.
- Comfortable sharing your own business and career experience.
- Able to work well in a team setting.
- Vulnerable Sector Check

Average Time Commitment

- Training: 2 hours
- Preparation: 1/2 hour prior to each session
- Weekly two-hour sessions over 18 weeks. Sessions held early evening. Some meetings held virtually.



Program Event Volunteer

JA South Western Ontario hosts several program events each school year requiring volunteers, including both in-person and virtual events focused on financial literacy and career exploration topics. These events include:

World of Choices (In-person or Virtual) **Personal Finance** **Investment Strategies**

Responsibilities & Activities

- Lead group discussions and involve students in activities.
- Prepare for the sessions.
- Communicate with Program Managers in a timely manner.
- Facilitate round table discussions on specific careers.

Working Conditions

- Present virtually and on camera from home or designated workspace to multiple students/classes/schools.
- Present in-person at round tables.

Skills, Experience & Traits Desired

- Experience and knowledge relevant to the event.
- Experience in the financial industry and knowledge of money. management concepts are beneficial (for Personal Finance/Investment Strategies).
- Comfortable sharing your own business and career experience.

Average Time Commitment

- Training: 1 hour
- Preparation and Tech Check: 1 hour
- Presentations: 30 minutes-1 hour
- Total: 2.5-3 hours

VOLUNTEER SCREENING PROTOCOL



Organizations that provide programs to children and youth (and other vulnerable people) must take reasonable measures to protect them. JA SWO 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. It is also important to us to match people with the volunteer role that best suits their experience, interests, and time availability.

Screening Steps

- Prospective volunteers must complete the New Volunteer Registration Form.
- The Volunteer Manager will reach out to arrange a screening interview to discuss which programs fit your skills, interests, and schedule.
- The Volunteer Manager will contact your reference(s).
- You will communicate with JA Staff to schedule and attend training for the program(s) with which you are volunteering.
- You will be connected with your JA Program Manager and then choose the locations and dates for which you wish to deliver a program.
- If required, your Program Manager will request a Criminal Record Check with Vulnerable Sector Search (required for JA Company Program - after school)
- You will be introduced to your host teacher and/or volunteer partner(s), receive your program materials, school/location information, and instructions for your session.
- After your session, a Program Manager will contact you for follow-up and feedback.

EXPECTATIONS



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 program delivery.
- 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.

CODE OF CONDUCT & CONFIDENTIALITY AGREEMENT



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 communities. 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:

- 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 their 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!

CODE OF CONDUCT cont.



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, online (or other place..
- 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 bona-fide 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
- Inappropriate online activity

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.

CODE OF CONDUCT cont.



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 Junior Achievement volunteer.

Confidentiality

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.

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.

Taking unauthorized photographs/videos of members or participants, guests, volunteers, students, or children is prohibited. JA volunteers should refrain from sharing these photos/videos, whether on personal social media accounts or otherwise. If pictures are needed for JA's website, flyers, social media, etc., they are to be taken by designated/approved staff only and must be accompanied by a signed photo release form to be kept on file.

Be aware that communications and posts made online, especially on social media, are permanent and can extend past your peers to be viewable by millions of people. Emails, chats, and posts may be saved, forwarded/shared to others without the original author's knowledge. Deleted emails and posts may be retrieved at a later date.

CODE OF CONDUCT cont.



- Consider any data or information you post or share online as permanent and visible to the entire worldwide web. Think twice before posting personal information that can be used to steal your identity or be used as a target of harassment.
- Respect the personal information and privacy of others and do not forward personal electronic mail messages or share personal information to others without permission.

Volunteer agreement

If you have any uncertainty or questions regarding the content of this policy, you are required to consult your supervisor. This should be done prior to signing and agreeing to the JA Canada Code of Conduct and Confidentiality Agreement for Program Volunteers.

By registering as a volunteer, I acknowledge that I have read and understand JA South Western Ontario's Code of Conduct and Confidentiality Agreement for Program Volunteers and agree to abide by its terms and conditions throughout the course of my employment. I understand that my failure to follow the terms of this policy could result in disciplinary action up to and including termination.

ABUSE PREVENTION POLICY



Provided here is the January 1, 2023 revision of JA Canada's Abuse Prevention Policy.

Purpose

This policy establishes how JA Canada will prevent the physical, emotional and sexual abuse of children, youth, and other vulnerable persons by its volunteers. JA Canada seeks to create a welcoming and nurturing environment and has zero tolerance for those whose actions may jeopardize the safety, health, or innocence of those in the organization's care.

Definitions

Because abuse takes many forms, it can be broken down into the following subtypes, all of which are prohibited within the scope of this policy:

- Physical abuse: Injury intentionally inflicted on a child, youth or other vulnerable person.
- Sexual abuse: Contact or activity of a sexual nature that occurs between a youth and an adult, two youth, or a vulnerable adult and a caregiver.
- Emotional abuse: A mental or emotional injury to a child, youth or vulnerable person that results in an observable and material impairment in an individual's growth, development or psychological functioning.
- Elder abuse: Any action by a person in a position of trust that results in harm to or jeopardizes the well-being or safety of any elder person.
- Neglect: Failure to provide adequate care for an individual.
- Economic abuse: Deliberate misuse of the money or belongings of an individual.

Policy guidelines

Screenings

Safeguards in the volunteer onboarding process will be used to eliminate from consideration any candidates who display characteristics that could classify them at a high risk for violating this policy. The required screenings and background information will depend on the positions and its level of involvement with children, youth, and other vulnerable persons.

ABUSE PREVENTION cont.



Vulnerable persons

Volunteers for positions that involve regular interaction with children, youth, and other vulnerable persons will be screened and selected using the following:

- Standard JA Canada volunteer application that includes a signed authorization to perform necessary background checks.
- Criminal background checks in any and all provinces where the volunteer candidate has lived.
- Sexual offender registry checks in any and all provinces where the volunteer has lived.
- Driving records and any applicable certification if the position requires the transportation of children.
- In-person interview of the volunteer.
- Criminal and sexual offender registry checks will be conducted every three years for those who regularly volunteer with children, youth, and other vulnerable persons.

All information collected about candidates will be reviewed and used to determine if they are appropriate for the respective position. If approved, all information collected during the onboarding process will be included in the volunteer's permanent file, which will be maintained with the JA organization.

Structural guidelines for programs

All JA Canada programs are designed to encourage safe interactions between volunteers and children, youth, and vulnerable persons. The following guidelines are meant to keep established safeguards effective:

- Volunteers should not be alone with children, youth, or other vulnerable persons where they cannot be easily observed by others.
- Volunteers are not allowed to implement new activities or programs for children, youth, or other vulnerable persons without JA Canada's consent. Request for new activities or programs should be submitted through a pilot program request.
- Written permission must be obtained from a parent or guardian before any volunteer transports children, youth, or vulnerable persons.
- Children under the age of 12 placed in the care of JA Licensees in Canada will only be released to a parent, legal guardian, or person designated by a parent or legal guardian.

ABUSE PREVENTION cont.



General conduct

In an effort to provide a safe and healthy environment for both mind and body, the following guidelines are meant to guide JA Canada volunteers during their interactions with children, youth, and other vulnerable persons. These guidelines do not and cannot outline every situation that may be encountered while on the job, requiring employees to act with a certain degree of personal discretion. Because a certain action is not prohibited in this section does not mean it is acceptable behaviour. JA Canada reserves the right to take disciplinary action against JA Licensees whose actions are found to be inappropriate regardless of whether they appear in this section:

- Volunteers will treat all children, youth, and other vulnerable persons with respect and consideration. Treatment must be fair and equal, and must not be based on sex, race, religion, sexual orientation, or economic or social status. All efforts must be made to avoid favouritism, or the appearance of favouritism.
- While representing JA Licensees in Canada in the presence of students, volunteers must not possess, distribute, use, or allow others to use any alcohol or drugs.
- Volunteers must not use harsh or inappropriate language, degrading punishment or any type of restraining device in the name of behaviour management.
- Volunteers must not participate in or allow others to engage in any form of hazing.
- Volunteers must not have sexual contact with children, youth, and other vulnerable persons.
- Volunteers must not dress, undress, shower or bathe with or in the presence of children, youth, and other vulnerable persons.
- Volunteers must not use physical punishment in any form.
- Volunteers are prohibited from sharing sleeping locations with children, youth, and other vulnerable persons. This includes beds, tents, hotel rooms, and other similar areas. Employees can sleep in open areas as long as the area is large enough for employees to have their own defined sleeping areas and other employees are also present.
- Volunteers must not discuss their own sexual history, preferences or fantasies nor their use of illicit or pornographic materials while in the company of children, youth, and other vulnerable persons.

ABUSE PREVENTION cont.



- Volunteers are not allowed to possess any sexually oriented materials (books, magazines, videos or clothing) when conducting business in the name of JA Licensees in Canada.
- When one-on-one discussion or counselling is warranted, volunteer interactions with children, youth, and other vulnerable persons will take place in an area that allows for private conversation while remaining in the view of others.

If, for any reason, volunteers feel there is a need to make an exception to these guidelines, they must submit to their supervisor a written description of the incident and why their actions were necessary. The report will be reviewed for wrongdoing. A copy of the original report along with any additional findings made by the reviewer will be included in the volunteer's permanent file.

Training

Training is mandatory for all volunteers and staff members who regularly work with children, youth, and other vulnerable persons. Training materials and procedures may include, but are not limited, to the following:

- In-house video presentations
- Handbooks
- Policies
- Instructions for reporting incidents
- Refresher courses and workshops

Training programs and materials will be reviewed annually. In addition to completing mandatory training, volunteers and staff are expected to respond to and report all allegations or complaints of abuse in an appropriate manner.

Volunteer agreement

If you have any uncertainty or questions regarding the content of this policy, you are required to consult your supervisor. This should be done prior to signing and agreeing to the JA Canada Abuse Prevention Policy.

I have read and understand JA Canada's Abuse Prevention Policy and agree to abide by its terms and conditions throughout the course of my employment. I understand that my failure to follow the terms of this policy could result in disciplinary action up to and including termination.

ONLINE SOCIAL NETWORKING POLICY



Purpose

The purpose of this policy is to provide clear guidelines for volunteers interacting with youth through Junior Achievement (JA) programs while using social networking platforms, with the primary objective of ensuring the safety, well-being, and positive experiences of both youth participants and volunteers.

Scope

This policy applies to all volunteers engaging with youth participants in any JA program, through virtual interactions, where social networking platforms are involved.

Guidelines

1. Professional Conduct

Volunteers must maintain a professional demeanor and conduct themselves in a manner that reflects positively on JA.

2. Contact and Privacy

Volunteers should not connect with youth participants on personal social media accounts (e.g., Facebook, Instagram) during the duration of their involvement in the program. If volunteers need to communicate with youth participants outside of program-related activities, it should be done through official JA channels or under the supervision of program coordinators.

Exception: for non-school events where students independently choose to participate, it is at the discretion of the JA Licensee to determine what is allowable.

3. Social Media Usage

Volunteers are encouraged to use social media platforms to promote JA programs and share related content.

When referencing JA, volunteers should ensure accuracy and alignment with the organization's official messaging.

ONLINE SOCIAL NETWORKING POLICY cont.



4. Private Messaging

Private messaging with youth participants should be conducted through official JA communication channels, such as email or designated messaging platforms. Personal contact information (phone numbers, personal email addresses, etc.) of volunteers and youth participants should not be shared on social media.

5. Content Sharing

Volunteers should refrain from sharing personal, sensitive, or inappropriate content on social media that could compromise their professional relationship with youth participants.

All shared content should adhere to the highest standards of respect, inclusivity, and appropriateness.

6. Reporting concerns

Volunteers are obligated to report any inappropriate interactions, behaviours, or concerns related to the well-being of youth participants to their designated JA program coordinator.

If a volunteer becomes aware of inappropriate or harmful content involving youth participants on social media, they should report it to the appropriate authorities and JA representatives.

7. Consequences of Violation

Violation of this policy may result in the suspension or termination of the volunteer's involvement with JA programs.

Legal action may be taken if a volunteer engages in behaviour that violates the law or poses a risk to the safety and well-being of youth participants.

8. Regular review

This policy will be reviewed periodically to ensure its relevance and effectiveness in safeguarding the welfare of both volunteers and youth participants.

By adhering to this policy, volunteers play a vital role in creating a safe and positive environment for youth participants within JA programs. Your commitment to these guidelines is essential in upholding our shared mission of inspiring and preparing youth to succeed in a global economy.

SHARE YOUR EXPERIENCES ON SOCIAL MEDIA

Be sure to post your positive volunteer experiences on Facebook, Twitter, LinkedIn or Instagram and tag JA South Western Ontario! #JASWO

Although photos or videos of youth are not allowed without written consent, you are welcome to share generic imagery that does not identify students, while adhering to the social networking policies outlined in this document.



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