

Volunteer Behaviour Agreement

As a volunteer, you play an important role in creating a safe, welcoming, and positive environment for all participants.

Volunteers are expected to:

- Treat all campers, staff, and fellow volunteers with respect, kindness, and inclusion
- Use appropriate language at all times (no swearing, offensive, or discriminatory remarks)
- Follow direction of instructors and office staff
- Be responsible, reliable, and engaged in activities
- Arrive on time and be prepared to participate

To ensure a safe environment:

- No physical aggression (e.g., hitting, pushing, roughhousing)
- No bullying, harassment, or exclusion of others
- Follow all safety rules and guidelines during activities
- Stay within designated program areas unless given permission

Phone & Technology use:

- Personal devices (phones, tablets, etc.) should not be used during program time
- Phones may only be used if permitted by staff (on lunch/recess for example)
- No photos or videos of participants or staff
- Sharing any content of participants on social media is strictly prohibited
- Respect the privacy and confidentiality of all participants and staff

To support a positive environment, we use a progressive discipline approach:

Strike 1 – Instructor Warning

- A verbal reminder from the instructor about the behaviour and expectations

Strike 2 – Office Warning

- A formal conversation with program leadership
- Parent/guardian may be notified if necessary

Strike 3 – Removal from Program

- Volunteer will be asked to leave the program
- May impact eligibility for future opportunities

Note: Severe behaviour (e.g., violence, harassment, major safety violations) may result in immediate removal without following all three steps.

Here are some ways you can make a positive impact:

- Be a role model – Younger participants look up to you, be a good example through your actions, attitude, and words
- Stay engaged – Participate in activities, help where needed, and avoid distractions (like phones)
- Support participants – Encourage campers, celebrate their ideas, and help them feel included and confident
- Take initiative – If you see something that needs to be done, jump in and help without waiting to be asked (e.g., instructors are gathering materials, organizing bathroom breaks)
- Work as a team – Communicate, collaborate, and support your fellow volunteers and instructors
- Bring positive energy – Be enthusiastic, patient, and open, your attitude sets the tone for the group
- Ask for help when needed – If you're unsure about something, it's always okay to check in with staff
- Be inclusive – Make sure everyone feels welcome, respected, and part of the group