



**2018 - 19**  
**Volunteer & Student**  
**Orientation Package**



## Welcome

Welcome to JVS Toronto. Sharing your time is the greatest gift. We at JVS Toronto are grateful for your contribution and commitment. This package will help guide and assist you throughout your experience with JVS Toronto.

### About JVS Toronto

JVS Toronto believes that every individual has opportunities for employment. Since 1947, JVS Toronto has been giving the power of employment and improved learning to over 21,000 individuals through career, employment, and educational and vocational assessment services in Toronto and York Region. Specializing in employment, we offer programs in career exploration, job search support, work placements, mentoring, job coaching and retention. Our recruitment services to businesses ensure they have the workforce they need to be successful.

We have over 50 years' experience providing school psychology and assessment services that identify educational profiles and learning disabilities for children and youth; and provide adults with their learning profiles to support realistic decision making about training and career choices. Detailed assessment reports and personalized action plans ensure individuals gain improved performance at school and work.

A non-profit, charitable organization, JVS Toronto is funded by the United Way of Toronto and York Region, UJA Federation, all levels of government, and through donations.

For more information, please visit [www.jvstoronto.org](http://www.jvstoronto.org).

## Our Vision, Mission and Values



## Our Customer Promise

JVS Toronto adheres to the Accessible Customer Service Standards as started in the Accessibility for Ontarians with Disabilities Act.

**Excellence** We deliver quality service to meet your unique service needs by upholding the highest professional standards, listening to your feedback and incorporating continuous improvements.

**Collaboration** We partner with you to support the achievement of your goals through open communication, information and knowledge sharing, guidance and understanding.

**Integrity** We are committed to ethical conduct in our service delivery through professionalism, mutual trust and maintaining confidentiality.

**Respect** We provide relevant services tailored to each individual in a safe, courteous and cooperative environment.

### Customer Service Feedback

Please provide your compliments or complains anytime by emailing [services@jvstoronto.org](mailto:services@jvstoronto.org).

### Our Customer Complaint Policy is posted at:

[www.jvstoronto.org/customer-service-feedback/](http://www.jvstoronto.org/customer-service-feedback/)

## Our History

### **Sewing a button hole was a lifeline to renewal and hope in Canada for Holocaust survivors after World War II, and the spark that ignited the creation of JVS Toronto.**

In post-war Europe, Holocaust survivors were among the people living in Displaced Persons Camps waiting to be admitted into any country that would take them. Canada wanted specific-skilled workers, including garment workers, for in-demand trades. Through what became known as the Tailor's Project, tailors were identified in the Displaced Persons Camp if they could sew a button hole. As a result, 2,000 Jewish garment workers came to Canada in 1947<sup>1</sup>.

Max Enkin was one of the businessmen instrumental in the Tailor's Project. He saw the need for a Jewish-based vocational service to support Jewish immigrants, Holocaust survivors, and members of the Jewish community facing anti-Semitic hiring practices. With Max Enkin as the first Board Chair, Jewish Vocational Service of Metropolitan Toronto became part of the social services network for Toronto's Jewish community.

#### **1940s**

- Jewish Vocational Service of Metropolitan Toronto opens its doors at 455 Spadina Avenue, Room 215, fittingly in the Tip Top Tailor building
- \$7,314 from the Jewish Welfare Fund of Toronto funds the agency
- Max Enkin is founder and first Chair, Board of Directors
- Three employees staff the agency
- Vocational counselling and job placements provided to newcomer clients
- Agency becomes a member of Community Chest, now the United Way of Toronto & York Region

#### **1950s**

- Agency staff, now seven, move to 152 Beverly Street
- Rehabilitation workshop, supported by the J.P Bicknell Foundation, opens enrolling eight clients at a time with businesses supplying the work
- Jewish Family & Child, Mt. Sinai's psychiatric department and City of Toronto Welfare Department refer clients
- Wave of Hungarian immigrants arrive in Toronto, many become clients
- Provincial government funding for disability services begins
- 50 percent of clients are now Canadian-born

#### **1960s**

- ATLAZ, an assembly workshop, opens at Baycrest Home for the Aged, serves senior clients
- A sheltered workshop opens at the Jewish Home for the Aged
- 99 clients now enrolled at the rehabilitation workshop
- Psychological services begin at Eitz Chaim School through a grant from Barrie D. Rose of Acme Paper, growing to six schools during the decade
- Relationships form with University of Toronto, University of Waterloo and York University to train social workers and psychologists
- 74 Tycos Drive becomes JVS Toronto head office

### **1970s**

- Agency budget reaches \$485,000
- Funders include Government of Canada, Ministry of Community and Social Services, United Jewish Welfare Fund, United Community Fund and Workman's Compensation Board
- Vocational rehabilitation is 52 percent of programming
- Vocational counselling is 31 percent of programming
- Wave of Russian immigrants arrive in Toronto, many become clients
- Workman's Compensation Board publishes article on agency's workshop programs

### **1980s**

- Program for individuals with disabilities starts providing an employer incentive to train clients on-the-job
- Pre-employment training starts for individuals mental health issues requiring emotional adjustments before starting work
- Short-term program offers career and employment counselling to Jewish youth
- Special project links young Jewish professionals and newcomers to mentors volunteering through three synagogue partnerships
- Large waves of newcomers arrive from Russia, Hungary, Poland, Romania, former Yugoslavia, Israel and middle eastern countries
- Partnership with JIAS helps Russian immigrants find employment

### **1990s**

- Decade sees shift in government funding and services models
- Provincial funding for individuals with disabilities changes from providing grants to agencies being paid based on fee-for-performance
- General training and employment program starts targeting individuals who are unemployed
- Employment assessment centre awarded opening up agency's second location at Keele and Finch Avenues
- Influx of specialized programs start for women, visible minorities and youth
- Jewish employment programs support Russian and Yugoslavian newcomers, long-term unemployed clients in partnership with Jewish Family and Child and in-home daycare providers

### **2000s**

- Locations expand to 14 then reduce to nine as funding, services expand and contract
- Growth of specialized employment programs focus on youth, individuals with developmental disabilities, women, newcomers and Jewish community services
- Agency provides several pre-employment, occupation-specific training programs
- Online services begin starting with online mentoring and pre-arrival employment preparation programs for newcomers
- General employment services exceed specialized programming aligning economic fluctuations and reduction of traditional full-time employment

## Your Role as a Volunteer

### Staff Representative

Each JVS Toronto location is responsible for recruiting and supervising volunteers and their activities. You will be assigned a staff representative who will be your primary contact throughout your volunteer assignment including establishing your hours, activities, training, and daily guidance.

All volunteers go through an orientation with one of our Human Resources representatives. Questions and concerns can also be directed to this representative.

### Police Vulnerable Sector Screening

All employees and volunteers providing services to our clients are required to complete a Police Vulnerable Sector Screening. You will be informed of this process by your Human Resources representative.

### Locations

JVS Toronto has offices across Toronto and York Region. Visit <https://www.jvstoronto.org/contact-jvs-toronto/our-locations/> for details.

### Absences

Please inform your staff representative of any absences by email or telephone. Whenever possible, please provide advance notice of your unavailability.

### Personal Appearance in the Workplace

Volunteers are to follow JVS Toronto's Personal Appearance Policy that outlines:

- Clothing worn to work should be neat in appearance and be consistent with an employee's job and level of interaction with external clients or members of the public. Where an employee is involved in physical activities or manual labour, he/she should follow appropriate Health and Safety rules including donning proper foot protection/head protection equipment and/or eye protection.
- Leisure-wear should not be worn at the office. Examples include: shorts, jogging attire, swimsuits and flip flops, torn jeans, tank tops, gym or beach wear.
- JVS Toronto strives to demonstrate respect for employees' religion-based dress codes. At the same time, JVS Toronto reserves the right to insist on safe working attire and to comply with applicable legislation.

Employees should avoid heavily scented products to respect those with sensitivity to fragrances.

Please direct any questions about personal appearance to your staff representative.

### Health & Safety

JVS Toronto makes every effort to provide a safe and healthy work environment and each location has representatives from the Health and Safety Committee. Volunteers are expected to following safe work practices and procedures established by JVS Toronto. Volunteers are asked to report any illness, accident or potential hazard to staff immediately.

### **Logging Your Hours**

After each volunteer session you complete at JVS Toronto, please record your hours on the logging sheet is included in this package. Your JVS Toronto representative will sign-off on your time log. Please submit your completed logging sheet to your supervisor at the end of each month.

Volunteer hours are used for agency reports and for volunteer recognition purposes.

### **Office Hours & Holiday Closures**

#### **Hours of Operations**

All locations are typically open Monday to Friday, 9:00 am to 5:00 pm. Some programs and services are available in the evening.

#### **Office Closures**

JVS Toronto locations are closed for statutory holidays. During inclement weather, offices may be closed or close early for the safety of clients, visitors, staff and volunteers. Closure communication is distributed through the location manager and/or staff representative who will inform you of office closures. Each location will also have a recorded message informing callers of office closures.

### **JVS Toronto Policies & Volunteer Sign-Off**

As part of the volunteer orientation process is the review and sign-off on JVS Toronto policies. This ensures that each volunteer integrates into JVS Toronto's service culture knowing the expected workplace behaviours and practices, and have material available to reference.

The sections below outline the policies and statements that require review and sign-off. Please direct any questions about these policies to your Human Resources representative.

## What you need to review

### **Vision, Mission and Values Statement**

All of JVS Toronto's activities are guided by the vision, mission and values of the agency. These guiding principles are directly related to the purpose of the agency and the community need the services fulfill.

Please review **Our Vision, Mission and Values** section on page 2.

### **Our Customer Promise**

JVS Toronto adheres to the Accessible Customer Service Standards as started in the Accessibility for Ontarians with Disabilities Act and has created Our Customer Promise to ensure all clients, visitors and others who access JVS Toronto's services are treated fairly and in line with this promise. This promise is publicly posted in each JVS Toronto location.

Please review **Our Customer Promise** on page 2.

### **AODA Accessible Customer Service Policy**

The purpose of this policy is to fulfill the requirements set out in regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA). It specifies our approach to providing services to people with disabilities.

JVS Toronto strives at all times to provide its goods and services in a way that respects the dignity and independence of people with disabilities. We are also committed to giving people with disabilities the same opportunity to access our goods and services and allowing them to benefit from the same services, in the same place and in a similar way as other customers. Services may include referrals to other programs that may be better suited to meeting the individuals' personalized or unique needs.

### **Customer Service Policy**

This policy describes the behaviours and expectations of employees, and anyone working on behalf of JVS Toronto, in delivery our services to clients and the treatment expected for all agency visitors.

### **Customer Complaint Policy**

JVS Toronto is committed to providing high quality and appropriate services for each customer and recognizes that customers have the right to voice their complaints to the agency about their service experience. The agency strives to address concerns with JVS Toronto services and to have their concerns addressed in a transparent and timely manner.

### **Client Abuse Prevention and Reporting Policy** *(for those assigned to Disability Services)*

It is the policy of JVS Toronto to provide a safe, violence free, inclusive environment that is free from abuse and other forms of violence. JVS Toronto recognizes that children and persons with developmental disabilities are more vulnerable and at risk of experiencing abuse.

In line with the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act and to help protect persons with developmental disabilities, JVS Toronto's abuse reporting procedures when a person with developmental disabilities is involved require immediate action and police involvement. In line with the Child and Family Services Act



and to help protect children, JVS Toronto's abuse reporting procedures when a child is involved require to Children Aid's Society.

### **Code of Conduct Policy**

The purpose of this policy is to set out basic principles for all individuals working for or on behalf of JVS Toronto, for appropriate conduct while fulfilling their responsibilities, duties and activities.

Ethical standards, practices and conduct are a priority at JVS Toronto and individuals acting for or on its behalf are expected to adhere to high standards of professional and ethical conduct in carrying out their duties within and outside of JVS Toronto.

### **E-mail & Internet Policy**

This policy outlines JVS Toronto's Internet and e-mail protocols.

### **Protection of Human Rights & Prevention of Workplace Violence & Harassment Policy**

This policy outlines JVS Toronto's policy concerning prevention of violence and harassment in the workplace.

### **Privacy Policies**

JVS Toronto has put privacy practices in place through a series of privacy policies to protect the *collection, use, access, disclosure, storing and destruction* of personal and confidential information collected as part of being an employer and service provider.

The privacy policies include:

- JVS Enterprise Privacy Policy
- Business & Remote Office Privacy & Security Policy
- Records Retention & Destruction Policy
- JVS Personnel Records Collection & Disclosure Policy
- Client Records Collection & Disclosure Policy
- Privacy Breach Policy
- Privacy Complaint Resolution Policy

### **How to access policies for review**

All the policies mentioned in the section above are available online at:

<https://www.jvstoronto.org/volunteer-student-orientation-policies/>

Please contact your Human Resources representative with any questions about our policies.

### **Policy Sign-Off**

Please complete and sign and date the **Volunteer & Student Orientation Policies Sign-Off Form** on the next page to confirm your review and understanding of all JVS Toronto policies. Submit your completed sign-off sheet to your Human Resources representative.

## Volunteer & Student Orientation Policies Sign-Off Form

By signing below, I acknowledge that I have received, read and understand the following policies and practices listed below and agree to comply with these policies and practices.

- JVS Toronto Vision, Mission and Values
- Our Customer Promise
- AODA Accessible Customer Service Policy
- Customer Service Policy
- Customer Complaint Policy
- Client Abuse Prevention & Reporting Policy (**only for those assigned to Disability Services**)
- Code of Conduct
- Email & Internet Policy (**to be provided by Human Resources**)
- Protection of Human Rights & Prevention of Violence in the Workplace
- Privacy Policies

By signing below, I acknowledge that I have received, read and understand the all the policies, procedures and expectations outlined and agree to comply with the policies.

### I understand that:

- All confidential and/or personal health information that I have access to or learn through my affiliation with JVS Toronto is confidential.
- As a condition of my affiliation with JVS Toronto I must comply with these policies and procedures.
- My failure to comply may result in the termination of my affiliation with JVS Toronto and may also result in legal action being taken against me by JVS Toronto and others.

I agree that I will not access, use or disclose any confidential and/or personal/health information that I learn of or possess as a result of my affiliation with JVS Toronto unless it is necessary for me to do so in order to perform my job responsibilities/activities or when required by law.

I also understand that under no circumstances, except when required by law; may confidential and/or personal/health information be communicated either within or outside of JVS Toronto except to other persons who are authorized by JVS Toronto to receive such information.

I agree that I will not alter, destroy, copy or interfere with this information, except with authorization and in accordance with JVS Toronto policies and procedures.

I agree to keep any computer access codes (for example, passwords) confidential and secure; will not lend my access codes or devices to anyone; and am accountable for all work done under these codes. I will protect physical access devices (for example, keys and badges) and the confidentiality of any information being accessed. If I have reason to believe that my access codes or devices have been compromised or stolen, I will immediately contact Sharon Cardie, Chief Privacy Officer of JVS Toronto.

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_