

About Team Lookout

Team Lookout is the name given the team of volunteers serving the guests and tenants of Lookout.

Team Lookout are representatives of Lookout Society.

Team Lookout members are expected to adhere to a Code of Conduct:

- be sincere in the offer of service and believe in the value of the job.
- maintain the dignity and integrity of Lookout.
- hold confidential all information regarding Lookout services and people and where appropriate, sign an Oath of Confidentiality.
- be respectful and sensitive, and have a genuine interest in people.
- learn and carry out your duties willingly, fairly and impartially.

On Time

- to have time, and to be on time: others depend on you
- to carry out duties promptly and reliably

Dress Code

- casual dress code, or attire suitable for the assigned task

Security

Common sense dictates:

- don't leave valuables in your car
- carry only those personal items that you will need for your shift
- store personal items (such as coat, etc..) in a secure area with staff
- respect security protocols and procedure
- don't share personal information

Venue Location: _____

Supervisor: _____

Supervisor Phone: _____

Work Schedule: _____

Volunteer Coordinator

Karen Young: 604-255-0340

kareny@lookoutsociety.ca

Schedule Changes

Your Supervisor will make every effort to contact you in the case of a change of schedule, but please check in with your Supervisor to find out if there have been any such changes.

Unable to Work

If you are unable to honour your commitment for a particular shift, please notify your Supervisor immediately.

Guest Service

- Greet all guests courteously, no matter what.
- Communicate with matter-of-fact friendliness.
- No fraternizing with any member of our clientele outside of normal work related activities.
- Do NOT accept gifts or loans of any kind without the permission of a Manager.
- Do NOT give loans to anyone.
- Report incidents, problems, and concerns to staff.

Volunteer Handy Reference

*for Individuals participating as
Group volunteers,
Practicum Students*



**LOOKOUT
EMERGENCY AID
SOCIETY**

Lookout Administration Offices
429 Alexander Street, Vancouver, BC V6A 1C6

Emergency Procedures

Fire

Fire Prevention:

- be aware of the locations of exits and fire equipment in the area that you work. Recognize and report potential hazards to your Supervisor.

Fire Evacuation:

- be aware of the fire evacuation procedures in your location. If you smell smoke, gas or something unfamiliar, report it to staff, and/or your Supervisor.

If you see smoke or fire, don't panic:

- activate the nearest pull station to sound the fire alarm.
- contact Fire Department Call 9-1-1.
- describe the location and seriousness of the fire.
- close doors to contain fire if possible.
- try to extinguish fire with fire extinguishers if your safety is not in jeopardy.
- check area to remove all guests and staff.
- if you are not in danger, stay close until help arrives to show fire location.

Know the locations of the following in your venue:

- extinguishers and fire alarm pull stations
- exits, entrances and fire escape routes
- marshalling area

Know what to expect from the fire alarm system.

Intoxicated Guests

We offer a sober environment. If you suspect someone is impaired, contact staff, or your Supervisor.

Disturbances

Call staff

Dispute Resolution

Should you have a dispute with another volunteer, or with someone associated with Lookout, please contact your Supervisor or site Manager. If your Supervisor or the Manager is not available, or cannot resolve the issue, please contact the Volunteer Coordinator, who will resolve the dispute.

Safety and Hygiene

We cannot reliably identify all people who may have infections or disease.

Please follow these precautions consistently to minimize risk to yourself.

- When talking to a service recipient, leave some distance between you.
- Routinely use gloves.
- Routinely use an apron.
- Wash your hands frequently – effective washing means washing while you completely sing “Happy Birthday” to yourself.
- Prevent wounds or punctures.
- If you are sick – remember our clientele have weak immune systems – please call in sick and take care of yourself!

Smoking

Smoking is prohibited at all indoor areas. There are designated smoking areas at each facility. Check with your Supervisor about the smoking location in the venue you are working at.

Lost and Found

Lost items are to be turned in to the Front Desk. Owners looking for items should be referred to the Supervisor on duty.

Transportation and Parking

Each location is unique. Ask your site Supervisor about parking.

Medical Services

If a guest or volunteer becomes ill or is injured:

- send someone to get a staff person
- reassure the injured person, but do not move them
- remain with them to assist

A person has the right to refuse help or treatment. If someone refuses help:

- immediately report the incident to a Supervisor or other staff person.
- avoid confrontation.

For any injury or illness, you may be asked for the following information:

- person's name
- time and place of the occurrence
- names of witnesses
- nature or cause of the injury

Use of Intoxicants and Drugs

Please do not imbibe prior to your volunteer shifts: some of our clientele have addiction issues and we support them in reducing or eliminating any drug or alcohol use.

No alcohol/drug use on or off the premises while at Lookout. We offer a sober environment, thus drug or alcohol use cannot be tolerated.