



Shelter: 519-637-9898 10 Princess Ave.  
St. Thomas ON N5R 3V2 [www.innelgin.ca](http://www.innelgin.ca)

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## **VOLUNTEER APPLICATION**

### **MISSION**

The Inn St. Thomas Elgin seeks to provide safe, temporary shelter to individuals 16 and over while supporting all basic human needs and reducing barriers to obtain housing.

### **VISION**

That all people would be housed in a safe, comfortable, inclusive, and supportive community.

### **VOLUNTEER OBJECTIVE**

To help staff and guests who access The INN by serving necessities including safe overnight accommodations, nourishment, and a welcoming atmosphere.



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## VOLUNTEER PROFILE

Please Print

Name:			
_____			
Address:			
_____			
Street	Apt.	City	Postal Code
Phone:			
Home		Business	
Email Address:			
_____			
Emergency Contact:			
_____			
Name		Phone	

Reference 1	
_____	
Reference 2	
_____	
Name	Phone
TRAINING? (not required):	
First Aid/CPR?	Date
Food Handling Certificate?	Date
Other (please specify?)	
_____	



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✓ PLEASE CHECK MAIN AREAS OF INTEREST

	<b>Job</b>	<b>Responsibilities</b>	<b>Time (approx.)</b>
	Early Birds Breakfast Support	Serving continental style foods and offering direct hospitality to guests; training on clean-up provided	6:30-8:00 am
	Midday Lunch Support	Serving warm soup, hot/cold drinks, snack, and offering direct hospitality to guests; training on clean-up provided	11:30-1:30pm
	Evening Dinner Support	Meal prep in kitchen; team collaboration with fellow volunteers; serving dinner and clean up	4:30-7:30pm
	Daytime Hospitality Support	Direct involvement with guests by serving warm/cool drinks, snacks, engaging with individuals through conversation, operating TV or computers while modelling healthy positive interactions	8:00-10:00am 10:00-11:30am 1:30-3:330pm 3:30-5:00 pm
	Behind The Scenes Donation Sorting	Under the guidance of staff, sort donations into various labelled bins, hanging racks, or storage spaces.	flexible
	Donation Transportation	Transport donations to and from offsite storage	Various times available-day and evening
	Your Specialty	Let us know if there are any areas of expertise that you would like to contribute. We are happy to discuss with you.	Various times available – day and evening

✓ I AM INTERESTED IN VOLUNTEERING

<b>Shift</b>	<b>Start date:</b>
	Weekly-days available:
	Monthly-preferred days:
	Call in as needed (no set schedule):



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# VOLUNTEER CODE OF CONDUCT

Volunteers at Inn Out of the Cold share a responsibility to ensure that the organization is successful in meeting its stated goals and objectives. To this end, volunteers are expected to observe the following code of conduct:

1. Volunteers will conduct themselves in a manner consistent with their role as a positive ambassador and representative of The INN.
2. Volunteers will respect the privacy and dignity of all guests, staff and other volunteers.
3. Volunteers are expected to be courteous and professional to guests, staff and other volunteers at the shelter.
4. Volunteers must never disclose confidential information unless authorized to do so. If there is any doubt regarding the confidentiality of any information obtained while working at the shelter, the volunteer shall consult with the Volunteer Coordinator or management to clarify the situation. In general, all information obtained while working at the shelter should be treated as confidential unless stated so otherwise.
5. Any information obtained that causes concern to the volunteer regarding the safety and well-being of themselves or others, must be shared with management or the on-duty staff.
6. If a volunteer has any complaints regarding the operation of the shelter, they are encouraged to share them with management, on duty staff and/or the Executive Director, who will propose a resolution. If the volunteer is unsatisfied with the result, the complaint may be brought to the attention of the Board of Directors, who will either agree with the proposed resolution or offer an alternative solution. The Board's decision will be final, with no possibility of appeal.
7. Volunteers will not share any personal information with guests or enter into any sort of personal relationship with them. Guests are at the shelter because of serious issues in their lives and it is inappropriate for volunteers to go beyond the duties of their voluntary position.
8. Volunteers are asked to discuss problems, issues or concerns with leadership/Management.
9. Volunteers will not make public statements regarding the organization without authorization from the Program Director or the Board of Directors.



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10. Volunteers can expect to be treated with dignity and respect by the guests, by other volunteers and staff of the organization.
11. Volunteers are expected to read the Volunteer Handbook prior to starting their first shift. This must be acknowledged and signed by management.



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## **CONFIDENTIALITY STATEMENT**

The maintenance of confidentiality is a key requirement of staff, volunteers, students, community partners and contracted workers, working or visiting The INN. The purpose of confidentiality is to safeguard information about our guests, volunteers, staff, students, and other individuals associated with the shelter. Any personally identifying information about any persons involved with The Inn is considered to be confidential information. Confidential information cannot be released without the express consent of the individual, except when the individual's (or others') health or safety is at immediate and severe risk. In such cases, the information should be shared with the Executive Director or Program Manager.

Any information that is obtained while working /volunteering at the Inn that is not public knowledge but obtained through a person's role at the Inn, is subject to confidentiality and must not be shared in any way (verbally, electronically, print). Staff/volunteers/students are not permitted to represent the Inn or share any information or opinions obtained during their duties, on personal Facebook/Social media pages/groups/posts. Only individuals authorized by the Executive Director may speak for the Inn on any matters, verbally, electronically or in print. Posts from designated Inn representatives on social media are to be related to events and donations and items of public interest related to homelessness or community events and fundraisers. They must remain free from any personal opinions or comments that are not of a positive and professional nature. Comments that mention other service providers or individuals are not permitted without prior consent of those named. Any comments or posts from others that are concerning or potentially destructive to the Inn's reputation must be reported immediately to the Executive Director for action.

The unauthorized access to, modification, deletion or disclosure of information may compromise the integrity of The INN or otherwise violate individual rights of privacy. Distribution and/or reproduction of any record or information outside the intended and approved use is strictly prohibited and is contrary to the Privacy Act. (PIPEDA - available at [www.privcom.gc.ca](http://www.privcom.gc.ca))

(See Over)



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## **CONFIDENTIALITY AGREEMENT**

I, \_\_\_\_\_, the undersigned, acknowledge having read and understood the above confidentiality statement of Inn Out of the Cold. I agree to abide by the procedures contained within the statement and I acknowledge that in the event of my breaching this confidentiality policy, I may not be permitted to continue as a staff or volunteer with Inn Out of the Cold, and that third parties may have claim for damages against me.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_



Inn Out Of the Cold St. Thomas Elgin is funded in part by the United Way of Elgin –St. Thomas  
CRA Charitable No. 807524467RR0001