

## Volunteer Rights and Responsibilities

The following rights and responsibilities apply to volunteers at Thoughtful Foods.

### RIGHTS

As a volunteer for Thoughtful Foods, you have the right to:

- Appropriate orientation and training relevant to your role;
- A healthy, safe, and welcoming workplace;
- Appropriate and adequate insurance coverage;
- A well-defined job description, or well-defined description of tasks;
- Appropriate support and management;
- Access policies pertaining to volunteers and your role;
- Access information on grievance and disciplinary policies and procedures;
- Be reimbursed for out-of-pocket expenses incurred on behalf of the co-op if negotiated and approved prior to expenses being incurred; and
- Be advised on opportunities to participate in co-op decisions.

### RESPONSIBILITIES

As a volunteer for Thoughtful Foods **you must:**

#### **Be considerate**

You will be working as part of a team. Your work will be used by other people, and this team in turn will depend on the work of others. Any decision this team takes will affect users, members, and volunteers and the team should take those consequences into account when making decisions.

#### **Be respectful**

This team and its members treat one another with respect. Everyone can make a valuable contribution. Team members may not always agree, but disagreement is no excuse for poor behaviour and poor manners. It's important to remember that a community where people feel uncomfortable or threatened is not a productive one. Thoughtful Foods expects members of the team to be respectful when dealing with people outside the team.

#### **Be collaborative**

Collaboration is central to our work. This collaboration involves individuals working with others in teams within the co-op, and working with other internal and external projects. This collaboration reduces redundancy, and improves the quality of our work. Internally and externally, we should always be open to collaboration.

#### **Resolve differences gracefully**

In most cases, disagreements should be solved personally and respectfully. In cases where that is not possible, the Thoughtful Foods Grievance Policy should be followed.

### **If unsure, seek assistance**

Projects occasionally go off the rails because individuals feel embarrassed to ask for help. Even if you think your question seems stupid or that you should know the answer, please ask. Asking questions avoids many problems down the road, and so questions are encouraged. If someone asks you a question, be responsive and helpful.

### **Step down considerately**

Members of every project come and go. When somebody leaves or disengages from the project, in whole or in part, they should do so in a way that minimises disruption to the project. This means they should tell people they are leaving and take the proper steps to ensure that others can pick up where they left off.

### **Data confidentiality**

The data maintained by the Co-op in its offices and its systems is highly sensitive. You should accept that your access to Thoughtful Foods data and other systems will be limited on a strictly need to know basis. If you are given access to confidential material you must safeguard this at all times.

### **Developing procedures and related issues**

Even if it's not obvious at the time, your contributions will impact on the work of others. Making changes to procedures, computer systems, infrastructure, policy, documentation, and translations without appropriate consultation and implementation planning may negatively impact on the work of others. If you have ideas about improving procedures, bring them to the appropriate meeting (coordinator/director) for discussion and approval before making any changes.

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