



**LITTLE MOUNTAIN
NEIGHBOURHOOD HOUSE**
NEIGHBOUR HELPING NEIGHBOUR

Volunteer Handbook

Small Acts, Big Impact

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Welcome to

Little Mountain Neighbourhood House Society



We're thrilled to welcome you to Little Mountain Neighbourhood House Society (LMNHS) and appreciate your decision to share your skills, knowledge, and time with us. Since 1978, LMNH has thrived thanks to dedicated volunteers like yourself.

Volunteers bring continuous societal change to our community, one hour, one service, and one activity at a time.

What is a Neighbourhood House?



Neighborhood Houses (NHs) serve as inclusive community hubs where people of all ages come together to address individual and collective needs. These volunteer-driven organizations leverage local resources and talents to provide services, foster community connections, and promote social change.

NHs, part of an international settlement movement, are known by various names globally but share a common mission: to benefit their communities and advocate for social justice.

 [Learn More About Neighbourhood Houses](#)

About LMNHS

Our Vision

To connect, engage and empower community members to create a vibrant, inclusive and caring neighbourhood.



Our Mission

To develop and facilitate social, educational, cultural and recreational programs and initiatives that strengthen neighbourhood life for a diverse group of community members by sharing our community core values.



Our Departments

**Community
and Family
Resources**

Settlement

Childcare

Seniors

**Children and
Youth**

Food Hub

**Finance and
Administration**

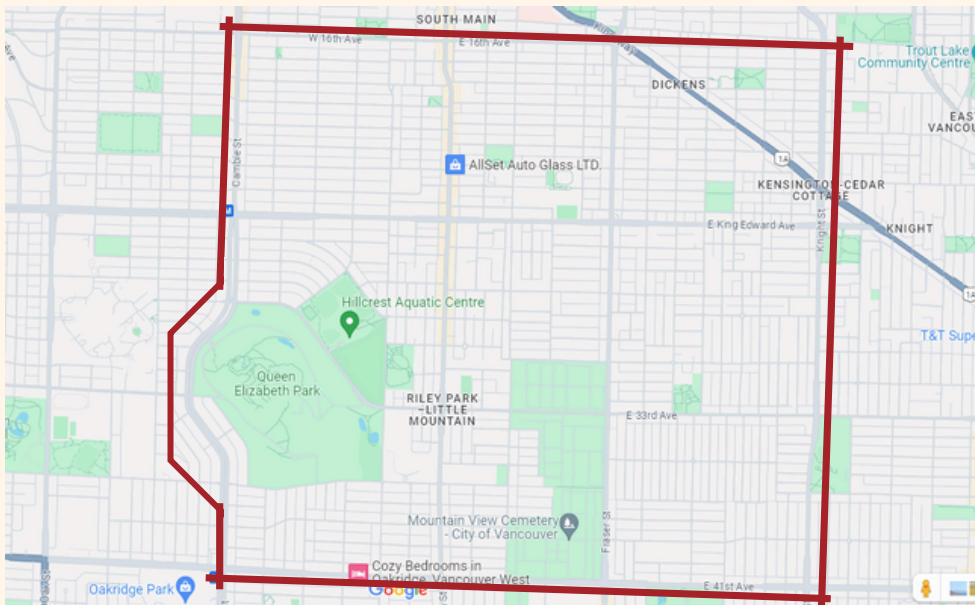
Our Staff

Most of the programs and/or services are led by a Program Coordinator who works with a team of staff and volunteers. Our staffs are experienced, have specific training and professional qualifications, and are passionate about serving the community.


LMNHS staff work collaboratively through a team-based model that aims to include all voices and perspectives. Staff and volunteer input is encouraged in the creation and evaluation of programs and services, as well as in decision-making processes.



The Community We Serve



The geographic boundary for Little Mountain Neighbourhood House Society is from Cambie to Knight Street and 16th to 41st Avenue. Although our primary service is to people living in central Vancouver, some of our programs serve individuals and community organizations throughout the Lower Mainland, and we work in partnership and collaboration with other community members and organizations

 [Learn More About Our Neighbourhood](#)

 [History of Little Mountain Area](#)

DID YOU KNOW?

- ✦ Little Mountain is part of an **extinct volcano**.
- ✦ **English, Cantonese, French, Mandarin, and Tagalog** are the top 5 languages known among the population in the Little Mountain/Riley Park area, according to 2016 census.

Unceded territories


The city of Vancouver is situated on the unceded and ancestral territory of the hən̓q̓əmiḥə́m and Sḵw̓x̓wú7mesh speaking peoples, the xʷməθkʷə́yəm (Musqueam), Sḵw̓x̓wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

The term "unceded" refers to land that was never legally transferred to the Crown through a treaty or agreement. The xʷməθkʷə́yəm (Musqueam), Sḵw̓x̓wú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Peoples are the original inhabitants of the unceded land now known as Vancouver.

Before settlers moved in to the Little Mountain - Riley Park area, it was a dense forest teeming with spawning salmon and inhabited by bears, elk, and wolves.

Our organization recognizes the importance of decolonization and indigenization. As volunteers, we encourage you to educate yourselves about indigenous history and actively participate in decolonization and indigenization efforts.



 [**Learn More About Indigenous Heritage**](#)

Volunteers



Volunteers are crucial to LMNHS programs, enabling us to offer more extensive and better-quality programs and services. They assist with various tasks like administration, fundraising, and program support. Volunteers also play a key leadership role in identifying community needs and developing programs.

Volunteering offers valuable experience and benefits such as connecting with the community, improve your language and other skills, and gain new experiences.

Volunteering at a community driven organization like LMNHS allows you to contribute to your community while sharing your skills and experiences with others.

Our Volunteers

Our Guiding Philosophy

We seek to empower our volunteers to actively contribute to creating a vibrant, inclusive, and caring neighborhood by providing opportunities for them to leverage their diverse skills, experiences, and passions.

Our volunteers are valued partners who play a significant role in shaping the social, educational, cultural, and recreational programs and initiatives that define our organization.



Rights of a Volunteer

- Be treated as a co-worker, not just as free help
- Be treated with courtesy, dignity, respect, and without regard to race, gender, sexual orientation, religion, age, or disability.
- Be assigned to a suitable role with consideration for personal preferences, temperaments, life experience, education, and employment background.
- Be informed as much as possible about the organization and its services, including policies and procedures, people, clients, and programs.
- Express their opinions and be recognized for their contribution.
- Workplace training that is thoughtfully planned and effectively presented.
- Continuing education on the job, a follow-up to initial training, information about the new developments, and training for greater responsibilities.
- Receive regular evaluations of their performance.
- Sound guidance and direction, by someone who is experienced, patient, well-informed, and thoughtful.
- A place to work, which is conducive to work, and worthy of the job to be performed.
- Promotion and variety of experiences, through the advancement of assignment of more responsibly, through transfer from one activity to another, through special assignments.
- Be respected in your privacy and confidentiality, except for legal and ethical limitations, or when you have given informed consent to obtain or release information.

Responsibilities of a Volunteer

- Completing all necessary forms and applications.
 - Be committed to the volunteer work and maintain punctuality and attendance.
 - Inform the staff and/or designated supervisor if the volunteer is late, sick, on holiday, or cannot commit.
 - Maintain a valid criminal record check clearance and obtain a new one upon its expiration, when applicable.
 - Maintaining a record of volunteer hours following the procedure.
 - Not to disclose any information regarding a client or the people in the program with anyone except LMNHS staff or staff of agencies supporting the client, as necessary.
 - Inform the LMNHS staff or designated supervisor if there are concerns about the physical or emotional health or safety of a client.
 - Refraining from any activity that threatens or endangers other volunteers, staff members, or participants.
 - Be an informed and effective advocate for change.
- Notifying your supervisor/program staff if your personal information, such as your address or phone number, has changed.
 - Notifying your supervisor/program staff about any concerns that you may have around your volunteer position and working collaboratively to find a solution.
 - Refraining from accepting gifts of money from participants and to refrain from giving gifts of money to volunteers for services given.
 - Be open and honest with staff and fellow volunteers.
 - Understand the role of paid staff and respect the bounds of volunteer responsibilities.
 - Treat everyone with courtesy, dignity, respect, and without regard to race, gender, sexual orientation, religion, age, or disability.
 - Serve as a goodwill ambassador.
 - Seek and accept feedback.

Documents to Refer

Along with this manual, you have received following documents. Please take a moment to read them carefully.

Volunteer Agreement

**Volunteer Privacy, Confidentiality, and Abuse
Policy Agreement**

Useful Links

Volunteer Hour Recording Form

bit.ly/LMNHS-VolunteerHours

After your volunteer assignment, please take a moment report hours you worked using the link provided above. This will help us keep track of our volunteers and is crucial for accessing grants and funds to help our community.



Volunteer Checklist

I have read and reviewed all the documents provided.

I have signed the Volunteer Agreement and Volunteer Privacy, Confidentiality, and Abuse Policy Agreement.

Please email the signed documents to volunteer@lmnhs.bc.ca or handover to a LMNHS Staff member.

I have attended/received invitation to attend to an LMNHS Onboarding Session

I have received the contact details of my direct supervisor

I have signed up for the LMNHS Volunteer Newsletter. [Click Here](#)

Connect With Us



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[Little Mountain Neighbourhood House](#)

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Thank You

This document was produced by Little Mountain Neighbourhood House Society

Policies are subject to change without notice.