VOLUNTEER APPLICATION

Thank you for your interest in volunteering with SideBySide Children's Village Society. SideBySide is a community-based nonprofit organization dedicated to supporting children, youth, and families through programs and services that promote safety, stability, connection, and well-being.

Our two thrift stores, Treasure Cottage and Houndstooth, help support this work by providing valuable resources to the organization while also serving the communities in which we operate.

We have two thrift stores in the Lower Mainland:

- **Treasure Cottage**, located at 3800 Moncton St, Richmond BC V7E 3A7
- **Houndstooth**, located at 4166 Main St, Vancouver BC V5V 3P6

We appreciate the time, skills, and enthusiasm that our volunteers bring to our stores and the communities we serve. Your contribution helps support the work of SideBySide Children's Village Society and makes a meaningful difference to the children and youth we serve.

We look forward to learning more about you and your interest in volunteering with us.

Personal Information

Last Name: _____

First Name: _____

Address: _____

City: _____

Postal Code: _____

Telephone – Home: ( ) _____

Cell: ( ) _____

Email: _____

Birth Date (Optional): _____

Are you over the minimum age of 16 years? ☐ Yes ☐ No

Experience & Education

Current Occupation: _____

If you are currently a student, please indicate school and year/grade:

_____

Previous / Current Employment Experience:

_____

_____

Previous / Current Volunteer Experience:

_____

_____

Skills You Wish to Share:

_____

_____

Languages Spoken Fluently:

_____

Interest & Availability

Why are you interested in volunteering at the Thrift Shop?

SideBySide Children's Village Society
1200 – 805 West Broadway
Vancouver, British Columbia
V5Z 1K1
Canada

T (604) 574-2964
F (604) 574-2967
E office@sbsbc.org
W www.sbsbc.org
Registered Charity # 12993 5011 RR0001

A Loving Home For Every Child

Located on the unceded traditional territories of the Salish Peoples, including the qicəy (Katzie), qʷɑ:nλən (Kwantlen), and Semiahma (Semiahmoo) land-based nations.

Side by Side
Children's Village Society

Availability: Please indicate the days and hours you are available. A minimum 4-hour shift is preferred where possible. If you are available to volunteer at both stores, please indicate your availability under each store. If you are not available at a particular store, leave that column blank or cross it out.

Days	Treasure Cottage - Availability	Houndstooth – Availability
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Location Preference (select one or both):

☐ Treasure Cottage

☐ Houndstooth

Emergency Contact Information

Name: _____

Relationship: _____

Telephone: _____

References

Please list two people who are not family members and, preferably, are not close personal friends, whom we may contact for a reference.

Side by Side
Children's Village Society

Reference 1

Name: _____

Telephone: _____

Relationship to Applicant: _____

Reference 2

Name: _____

Telephone: _____

Relationship to Applicant: _____

Reference Letters: After contributing a minimum of 40 volunteer hours, volunteers may request a letter of reference. Reference letters are provided at the organization's discretion and may be based on the volunteer's participation, reliability, responsibilities, and overall contribution.

Volunteer Code of Conduct

As a volunteer with Treasure Cottage or Houndstooth, I understand that I am representing the organization and am expected to contribute to a welcoming, respectful, and safe environment.

I agree to:

- Treat customers, volunteers, staff, and members of the public with respect, courtesy, and dignity.
- Communicate in a professional and respectful manner, including when dealing with disagreements or difficult situations.
- Follow the direction of a manager and comply with reasonable store policies and procedures.
- Maintain appropriate confidentiality regarding customers, donors, volunteers, staff, and organizational information.
- Respect the property, merchandise, equipment, and resources of the thrift shop.

- Be honest and act with integrity when handling merchandise, money, donations, or other organizational property.
- Not engage in harassment, discrimination, bullying, intimidation, threats, or other inappropriate behavior.
- Not attend a volunteer shift under the influence of alcohol or recreational drugs.
- Wear appropriate clothing and footwear and maintain a safe and professional appearance while volunteering.
- Notify the store as soon as reasonably possible if I am unable to attend a scheduled shift.
- Ask a manager for assistance when I am unsure how to handle a situation rather than acting outside my role or authority.

Privacy Policy

We collect your personal information for the following purposes:

- Assessing suitability and matching you to a role.
- Contacting you and your references.
- Screening such as reference or criminal record checks.
- Scheduling, training, and supervising.
- Maintaining the safety and security of our customers, volunteers, staff, and members of the public.
- Tracking your hours and providing references upon request.
- Contacting you in an emergency.
- Meeting health, safety, insurance, and legal obligations.
- Planning our programs and aggregating reports to our board.

Except where authorized or required by law, we shall not collect, use, or disclose your personal information without consent. Any withdrawal of consent to the collecting, use, or disclosure of personal information is subject to contractual and legal restrictions.

SideBySide is committed to ensuring the security of your personal information. Where information must be provided to others, that information will be limited to that which is specifically required for a particular task. We shall do our best to ensure that personal information is accurate and up-to-date and may reach out to you from time to time requesting that you confirm your details. You may request access to your

personal information and the ways in which that information has been used and disclosed.

By submitting this volunteer application you consent to SideBySide processing and storing your personal information for these purposes. If you have any questions about our privacy practices, please contact our Executive Village Director.

Volunteer Agreement

As a volunteer, I understand and agree with the following:

Merchandise & Donations

- All donated merchandise is the property of the organization once it has been accepted by the store.
- I will not remove, reserve, set aside, hold, or take merchandise for myself, family, friends, or others without following the store's established purchasing procedures.
- I will not purchase or arrange for another person to purchase an item before it has been appropriately processed and made available for sale to the public, unless specifically authorized by management.
- Staff and volunteers are eligible for a 50% discount on eligible merchandise, subject to the store's purchasing procedures and any exclusions established by management. The discount is intended for the staff member or volunteer's personal purchases only and may not be used on behalf of family members, friends, or other individuals. The staff/volunteer discount may not be combined with other discounts, promotions, or special pricing unless specifically authorized by management.
- I will not give away, discount, exchange, or otherwise alter the price of merchandise without authorization from a staff member.
- I will not accept money, goods, or other personal benefits from customers or donors in connection with my volunteer duties.
- If I have donated an item to the store, I understand that I will not receive preferential treatment or special consideration regarding its sale or purchase.

Conflicts of Interest

- I will disclose any situation where I may have a personal, family, or financial interest that could affect or appear to affect my volunteer duties.
- I will not use my volunteer position for personal financial gain or to provide an unfair advantage to family members, friends, or other individuals.
- I understand that a manager may make the final decision regarding merchandise, pricing, donations, customer concerns, and other store matters.

Confidentiality & Privacy

- I will respect the privacy of customers, donors, volunteers, and staff.
- I will not share personal information, private conversations, customer information, donor information, or internal organizational matters.
- I will not photograph, record, or post information about customers, donors, volunteers, staff, or store activities on social media without appropriate permission.

Use of Store Property

- I will use store equipment, supplies, keys, cash-handling areas, computers, and other organizational property only as authorized.
- I will promptly report any loss, damage, safety concerns, or suspected misuse of organizational property to a staff member.

Working with Staff & Other Volunteers

- I understand that volunteers work under the direction of designated managers.
- I will respect the managers' decisions and will bring concerns or disagreements to the appropriate manager rather than discuss them with customers or other volunteers.
- I understand that volunteers are not authorized to speak publicly on behalf of Treasure Cottage, Houndstooth, or SideBySide unless specifically asked to do so by a member of management.
- **I understand that all staff and volunteers are required to use the organization's fingerprint punch clock to accurately record their hours worked or volunteered.**

I understand that these expectations are intended to protect our volunteers, staff, customers, donors, and the organization, and to ensure that our thrift shops remain welcoming, fair, and trustworthy places to shop and volunteer.

Side by Side
Children's Village Society

Applicant Declaration

I hereby certify that the information contained in this application is true to the best of my knowledge and give permission to Treasure Cottage/Houndstooth to contact my references.

I understand that a criminal record check will be required. I understand and consent to SideBySide collecting and maintaining a record of my personal information.

I have read and understand the Volunteer Code of Conduct, Volunteer Agreement, and Privacy Policy above and agree to follow these expectations while volunteering with Treasure Cottage/Houndstooth.

I understand that failure to follow these expectations or other applicable policies may result in my volunteer placement being reviewed or ended.

Signature: _____

Date: _____

Volunteer Name (Printed): _____

Thank you for applying to volunteer with Treasure Cottage and Houndstooth. We appreciate your interest and your willingness to support our organization and community.

.

SideBySide Children's Village Society
1200 – 805 West Broadway
Vancouver, British Columbia
V5Z 1K1
Canada

T (604) 574-2964
F (604) 574-2967
E office@sbsbc.org
W www.sbsbc.org
Registered Charity # 12993 5011 RR0001

Located on the unceded traditional territories of the Salish Peoples, including the qicəy (Katzie), qʷɑ:nλən (Kwantlen), and Semiahma (Semiahmoo) land-based nations.