

# JCCC Volunteer Guidebook

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The JCCC is thankful to everyone who volunteers his/her time. We try to provide a rewarding experience to all those who come, and hope that your involvement will allow you to form *friendships through culture*. Please take time to familiarize yourselves with the guidelines, so that you can enjoy your time and maximise your volunteer experience at the JCCC with us.

## About the Japanese Canadian Cultural Centre

**Mission:** To serve as the gathering point for the Japanese Canadian community and for those of non-Japanese ancestry who have an interest in things Japanese.

**Vision:** To promote Japanese culture and Japanese Canadian heritage to people of all backgrounds and heritages.

**Motto:** “Friendship through Culture”

## Contact Person:

Yuki Hipsh  
Volunteer Coordinator  
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Email: [volunteer@jccc.on.ca](mailto:volunteer@jccc.on.ca)

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## Hours of Operation

### **JCCC Building Hours**

Monday to Sunday: 8:00am – 11pm

### **JCCC Reception Hours / Gift Shop**

Monday to Friday: 8:30am – 9:00pm

Saturday and Sunday: 8:30am – 4:00pm

### **Moriyama Nikkei Heritage Centre Hours**

8:30am – 9:00pm Daily

### **Library Hours (\*hours subject to change)**

Tue. 10am – 2pm (Lending hours end at 12pm)

Wed. 1pm – 5pm

Thu. 10am – 2pm (Non-lending)

Friday 10am – 2pm (Non-lending)

Sat. 1pm – 5pm

Sun/Mon - CLOSED

### **Gallery Hours**

The JCCC has differing gallery exhibits throughout the year. Please call JCCC at 416-441-2345 to enquire about hours of each exhibit.

### **Parking**

Please understand that while the JCCC has over 200 free parking spots onsite, the JCCC cannot guarantee parking for all visitors. There are also several paid parking lots in the vicinity.



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**Membership**

Regular Member_ Individual (18 and over)	\$33.90/year
Family (incl. Children 17 and under)	\$56.50/year
Senior (65 and over)	\$22.60/year
Senior Family	\$39.55/year

*Above fees include HST*

Supporting Member (includes applicable membership due, please indicate membership category from above)

Partner	\$150/year
Leader	\$500/year
Ambassador	\$1,000/year

## JCCC Volunteer Program

The JCCC cherishes its volunteers and they are the backbone of all the activities that the JCCC offer, from classes to workshops, to festivals and concerts. We are continually grateful for everyone's commitment.

Volunteer infiltrate every aspect of JCCC's operations. The Board of Directors at the JCCC are all volunteers, as are members of our numerous committees. All our classes, programs and workshops are all run by volunteer instructors, and at events and festival, volunteers are involved in food preparations, children's activities, food sales, set up and clean up and volunteer management. On a day-to-day basis, volunteers come to assist in the JCCC library, Heritage archiving, office assistance, and much more. Keep an eye out for volunteer opportunities in our newsletter or on the JCCC website.

### **Volunteer Benefits:**

- ☺ Be part of our dynamic team, working together with other fun and dedicated staff & volunteers to foster "Friendship through Culture"
- ☺ Share skills and experience with others and practice your "nihongo"
- ☺ Free Admission to the events you are volunteering in
- ☺ Invitation to annual "Arigato Day" Appreciation Event (it is usually held on third Sunday of July)
- ☺ Opportunity to qualify and be nominated for Ontario Volunteer Service Award (awarded by the government of Ontario)
- ☺ Instructors Appreciation Luncheon for volunteer instructors
- ☺ Volunteer hours for students
- ☺ Reference for those who volunteer on a continued basis

## Volunteer Opportunities Throughout the Year

- Heritage Archiving
- Library
- Special Events (concerts, movies, etc)
- Event Photographers (please refer to photographer guidelines)
- Bartenders (must have SmartServe)
- Facilities Maintenance Assistance
- Kitchen Help/Food preparations (manju bee, sushi bee, food preparations for festivals)
- Classes/Workshops
- Festivals
  - \* Oshogatsu Kai – New Year Festival (January)
  - \* Spring Festival – Haru Matsuri (1<sup>st</sup> weekend of March)
  - \* Toronto Japanese Film Festival (June each year)
  - \* Nostalgia Night
  - \* Summer Festival – Natsu Matsuri (July)
  - \* Fuyu Matsuri (Winter Festival) (December)
- Bazaar (1<sup>st</sup> Saturday of May)
- Family Golf (September)
- Issei Day (September)
- Kamp Kodomo (March Break, August)

## Volunteer Expectations

As a volunteer, you are representing the JCCC. Please observe the following guidelines.

- Act in a manner in accordance to the mission of the Japanese Canadian Cultural Centre.
- Maintain a positive team attitude and cooperate with staff, board members, and other JCCC volunteers.
- All volunteer must complete a volunteer profile form.
- A JCCC volunteer tag must be worn at all times during your volunteer shift. This allows staff and visitors to identify you as a JCCC representative.
- Make sure you sign in with the volunteer coordinator upon arrival, and sign out before you leave.
- Be punctual and dependable. Please notify your volunteer leader, or the JCCC volunteer coordinator (Yuki Hipsh [volunteer@jccc.on.ca](mailto:volunteer@jccc.on.ca)) or JCCC reception (416-441-2345; [jccc@jccc.on.ca](mailto:jccc@jccc.on.ca)) if an urgent matter prevents you from coming to your scheduled shift.
- Please notify the JCCC Volunteer Coordinator (Yuki Hipsh [volunteer@jccc.on.ca](mailto:volunteer@jccc.on.ca)) if there are any changes to your personal information.
- Please notify the JCCC if you are no longer available to volunteer

## Communications

The JCCC is a vibrant centres and welcomes members and visitors from all backgrounds. You may come across visitors or volunteers who come from different cultural backgrounds. Always be thoughtful and sensitive with what and how you communicate with others.



## Health and Safety

### **Personal Safety**

Certain volunteer activities may involve strenuous physical exertion. You should not participate in any such activity unless you are physically fit to do so.

### **Security Management**

1. Be alert at all times.
2. Report any suspicious activities to any staff member.

### **Preventing & Reporting Theft**

- The JCCC is not responsible for any lost or stolen belongings in the building or in the JCCC parking lot.
- Report any theft immediately to a staff member.

### **Medical Emergency Procedure:**

The JCCC is well equipped with first aid kits, defibrillators and staff are all trained in first aid and experienced in handling emergency situations. In the event of an emergency, please always consider first and foremost your own safety.

For each JCCC event, your event coordinator will go through the emergency procedures for you in relation to your role. Always clarify the procedures with your event coordinator. But as a general rule, when there's a medical emergency, please follow the below steps.

1. Stay Calm
2. Attend to the person-in-need.
3. Call 9-1-1 (if necessary)
4. Contact JCCC Staff (if possible, have someone stay with person-in-need at all times)
  - a. Report to any JCCC staff member on site
  - b. Call JCCC reception: 416-441-2345 or send someone directly to reception
5. Follow instructions by staff member.

### **Evacuation Procedure:**

Upon hearing the fire alarm ring, please follow the procedures,

1. Stay Calm
2. Leave the building by your designated exit, and proceed to the JCCC designated assembly area (South side of JCCC parking lot, by the Post Office)

### **Lock Down:**

A lock down is an emergency protocol that restricts access in and out of the building. It is used in extreme circumstances to protect those inside the building. In such cases, please follow instructions from staff members, and await for a clear signal from official and/or staff.

### **Protection of Personal Information**

The JCCC takes the confidentiality and protection of our members and guests' information very seriously.

Any information you provide to the JCCC will be handled sensitively and will not be used for any purposes outside of the JCCC.

### **Confidentiality**

Any volunteer who is working in a capacity where they will be exposed to confidential information about the JCCC, its staff or volunteers will be asked to sign a Confidentiality Agreement. If you feel that any confidential information was improperly disclosed, please advise a JCCC staff member immediately.

### **Plan to Protect<sup>®</sup>**

The JCCC is proud to say that we are partners with Plan to Protect<sup>®</sup>, the STANDARD for abuse prevention and detection for youth, elderly and the vulnerable population. All our programs and events reflect our commitment to the safety and wellbeing of our members and guests. For more information, please see our Plan to Protect policy under Policies on the JCCC website [www.jccc.on.ca](http://www.jccc.on.ca), or consult any of our staff.



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**Food Handling Guideline:**

In order to comply with the Toronto Public Health regulations, the JCCC follows procedures set out by Toronto Public Health strictly, and it is important that all volunteers who handle food are familiar with those guidelines and follow them closely. Please consult your volunteer leader for each event. Volunteers responsible in handling food are required by the City of Toronto to take a Good Handling Safety course. This course is arranged periodically through the JCCC, or can be taken at any city-approved locations. Please consult a staff member for more information.

## Waiver and Release of Liability

As a volunteer, upon your acceptance of a volunteer duty at the JCCC, you release the Japanese Canadian Cultural Centre, its directors, officers, employees, instructors, members, volunteers and invitees and licensees from any and all claims, demands, actions, causes of actions, or any other liability or obligation whatsoever arising out of or in connection with your participation as a volunteer of the JCCC, which relating to personal injury or damage to or loss of property or otherwise, whether going to or away from or at or in the premises of the JCCC or elsewhere, and whether in contact or in tort.