



OUR COMMUNITY. OUR FUTURE.



## VOLUNTEER GUIDELINES & PROCEDURES

*Time is not measured by the years that we live,  
but by the deeds that we do and the joy that we give.*

Helen Steiner Rice





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***These Policies and Procedures have been fully endorsed by the Board of Directors and Senior Management at CCIS.***

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## INTRODUCTION

### MISSION

In partnership, we empower immigrants and refugees to successfully resettle and integrate.

### VISION

A society where immigrants and refugees can reach their potential.



## CORE VALUES

CCIS believes:

- In an environment which enhances self-esteem and respect for all.
- That each individual is unique and of value.
- That we all have a responsibility to build a healthy community.
- In a holistic approach in working with individuals and community.
- In constant attention, sensitivity and flexibility throughout the ongoing process of relationship building.
- In ethical practices.
- In volunteerism.
- In innovation and creativity.



*We acknowledge Calgary and area as Treaty 7 territory, we acknowledge the Treaty 7 nations; the Piikani, Siksika, Kainai, Iyârhe Nakoda and Tsuut'ina First Nations. We acknowledge the ancestral territory of Siksikaitstapi, the Blackfoot Confederacy, and the home of the Métis nation, region 3 of Southern Alberta. We are all treaty people.*



## DEFINITIONS & TERMS OF REFERENCE

### Overview

CCIS is committed to following non-profit best practices relative to volunteer engagement. The policies and procedures provided in this manual apply to all employees and volunteers.

In all program and service areas that involve volunteers, it is the program employee's responsibility to act as the volunteer's direct supervisor and ensure proper engagement.

The Volunteer Resources Program will provide support, as needed, in the areas of:

- Volunteer position planning and design,
- Recruitment and screening,
- Volunteer registration, onboarding, and record management,
- Training, engagement and recognition,
- Conflict resolution and dismissal.

### Key Terms

#### Volunteer Resources Coordinator

- Oversees the Volunteer Resources Program.
- A CCIS employee.

#### Direct Supervisor

- Responsible for providing ongoing supervision, training, and feedback.
- A CCIS employee.

#### Volunteer

- Does not receive any salary or school credits for services provided to CCIS.

#### Employee

- Receives a salary or academic credits for the services provided to CCIS.
- Includes *Interns, Practicum Students, Job Shadowing Placements*.

#### Joint Health and Safety Committee (JHSC)

- Consists of management and staff.
- Responsible for maintaining a healthy and safe workplace.
- Responsible for collecting and responding to **Incident Reports**.





## GENERAL POLICIES & PROCEDURES

In accordance with organizational strategic plans, CCIS and its programs shall;

- Regularly conduct volunteer resources planning activities,
- Collect and respond to feedback from volunteers to improve the volunteer experience,
- Collect and respond to feedback concerning volunteers to improve volunteer engagement in the organization.

### Employee Responsibilities

#### Policy

All employees, including direct supervisors and program coordinators, are expected to participate in the volunteer management process, including;

- volunteer recruitment,
- volunteer screening,
- volunteer training and engagement,
- collect and respond to feedback from volunteers,
- volunteer and volunteer position evaluation, and
- reporting volunteer statistics.

#### Procedure

Program coordinators are encouraged to;

- identify opportunities for volunteer involvement within their programs,
- develop and improve these volunteer opportunities, and
- evaluate and provide feedback about volunteer involvement.

Employees who act as direct supervisors are expected to provide effective and professional supervision by;

- becoming familiar with volunteer management best practices,
- pursuing relevant professional development opportunities, and
- approaching Volunteer Resources for support.

## 1. Organizational Commitment

CCIS is committed to maintaining the highest standards in volunteer engagement and promoting the value of volunteerism. Our policies and procedures are in full compliance with;

- The Canadian Code for Volunteer Involvement (CCVI).
- The Commission on Accreditation of Rehabilitation Facilities (CARF).

*CCVI was created by Volunteer Canada to provide guidance on volunteer management best practices for non-profit organizations.*

*CARF is an independent, nonprofit accreditor of health and human services. Accreditation helps organizations improve the quality of services and meet internationally recognized organizational and program standards.*







## 2. Volunteer Rights & Responsibilities

### Policy

Volunteers have the right;

- To be treated with respect and professionalism.
- To receive a **volunteer description**.
- To receive proper orientation and training.
- To receive support and guidance from a direct supervisor.
- To share feedback about issues of concern.
- To share ideas about how to improve the volunteer experience.
- To be recognized for their contributions to CCIS.
- To be covered by liability insurance while volunteering.



Volunteers are responsible;

- To comply and follow through with the CCIS screening process.
- To participate in all relevant orientations and trainings.
- To maintain confidentiality of agency and client information.
- To follow CCIS policies and supervisor's instruction.
- To ask for clarification and not make assumptions.
- To respect clients from all cultures, religions, ages, and gender identities.
- To show up on time to assignments and shifts.
- To represent CCIS in a professional manner while on duty.
- To always put clients first and provide the best service possible.

### Procedure

When volunteers feel their rights have been violated, they may take the following actions;

1. Discuss concerns with Volunteer Resources.
2. Submit an **Incident Report**.

If volunteers did not follow through on their responsibilities, the direct supervisor may take the following actions;

1. Discuss the concern with the volunteer.
2. Discuss the concern with Volunteer Resources.
3. Respectfully end the volunteer's involvement with CCIS.
4. Submit an **Incident Report**.





### 3. Confidentiality

#### Policy

CCIS operates under the *Freedom of Information and Protection of Privacy Act (FOIP)*. This means information about clients, CCIS & volunteers is provided only to assist staff and volunteers to complete their duties and must be kept private and confidential.

CCIS also operates under the *Personal Information and Protection Act (PIPA)*. This means that information about clients & volunteers are collected only when necessary to provide client service.

**This policy applies to all CCIS staff and volunteers.**

#### Procedure

Volunteers commit to maintaining confidentiality by signing a program-specific *confidentiality agreement* or the *General Volunteer Agreement*.

Client information given to volunteers should only be shared with;

- the client, when information concerns that client, and
- staff members who are working directly with the client.

Organization information given to volunteers should only be shared with;

- staff members who are directly involvement in the project, and
- other volunteers who are directly involved in the project.

Volunteer information in the *volunteer file* can only be accessed by;

- Volunteer Resources,
- the volunteer, and
- the volunteer's direct supervisor.

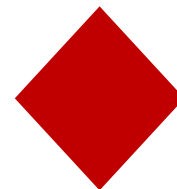
Staff and volunteers who breach confidentiality are subject to disciplinary action, including possible dismissal and/or legal action.

Staff and volunteers are not bound by confidentiality when a person threatens to harm or is in the process of harming someone else. Situations include but is not limited to;

- mass shooting,
- suicide,
- child abuse,
- domestic violence,
- abuse of persons in care, and
- elder abuse.

In these situations, staff members and volunteers may;

- if witnessing an incident, call 9-1-1 for immediate assistance, then submit an **Incident Report**.
- for suspected cases, report it to the direct supervisor or Volunteer Resources for further instruction.





## 4. Conflict of Interest

### Policy

Volunteers should not use their position and connections to promote personal interests that harm CCIS' interests. This includes;

- not promoting discriminatory religious and cultural beliefs and practices,
- not soliciting votes for political campaigns, and
- not promoting personal businesses that compete or conflict with CCIS services,
  - E.G. Career Coaching, Immigrant Consultant, Interpretation/Translation.

### Procedure

Volunteers must inform direct supervisors about potential conflicts before initiating volunteer placements. Failure to do so may result in a possible termination of the volunteer relationship.

Direct supervisors may take the following actions to reduce or remove conflicts;

- discuss potential conflicts with volunteers to understand the nature of the conflict,
- assign alternative tasks,
- review presentations to ensure business promotion is minimized or eliminated,
- ensure volunteers act in a non-discriminatory manner, or
- decline a volunteers' offer to be involved with CCIS.



## 5. Expense Reimbursement

### Policy

Volunteers should receive explicit approval from direct supervisors before making any financial commitments or expenditures on behalf of CCIS.

Volunteers are not expected to financially support clients. Volunteers who want to assist clients can donate funds through CCIS for proper documentation. Volunteers will receive a tax receipt for any amount over \$20.

### Police record check applications

Each volunteer can be reimbursed \$15 by cheque from CCIS for police record checks if the following conditions are met;

1. application was requested by CCIS (direct supervisor or Volunteer Resources).
2. accompanied by original receipt.

### Procedure





Reimbursement requests can be sent to direct supervisors or Volunteer Resources. Payment will only be given for expenditures that are;

- pre-approved,
- documented, and
- accompanied by original receipts.

## 6. Honorariums, Cash, and Cash-like Gifts

### Policy

An honorarium is a payment that does not represent the full compensation for the time and effort expended. It may also be a payment for a service when a fee is not normally charged.

This policy also applies to cash payments, cash-like gifts such as gift cards, and any other alternative forms of honorarium payments.

Direct supervisors and program coordinators should take care when discussing honorarium payments as compensation for volunteers. Honorariums should not be considered an alternative form of salary.

### Procedure

When honorarium payments, cash payments, or cash-like gifts are provided, based upon available program funding, the following conditions apply.

1. Recipient should be a volunteer who has made significant contributions to CCIS.
2. Recipient should reside in Canada but can be of any immigration status.
3. The request was not initiated by the volunteer.
4. Does not exceed \$500 in value per person per year. Values beyond \$500 are taxable income and must follow [Financial and CRA Policies](#).
5. Pre-approved by the applicable division manager prior to distribution.

## 7. Gifts and Cash Payment from Clients

### Policy

Volunteers should not request or accept cash payment from clients for the services they provide on behalf of CCIS.

We recognize clients may give tokens of appreciation and refusing such gifts could be considered impolite. Therefore, volunteers may accept gift items that are less than \$50 in value. Examples of acceptable items include homemade cookies and scarves, flower arrangements, and notebooks.

### Procedure

Volunteers must report the following situations to direct supervisors;

1. Offers of gifts and monetary payment from clients.
2. Gifts received from clients.





## PROFESSIONAL BEHAVIOUR

### 8. Representing CCIS

#### Policy

Volunteers may only act as representatives of CCIS with permission, which must come in the forms of;

- volunteer descriptions,
- email requests, or
- verbal requests, in the presence of a second CCIS employee as witness.

Volunteers who represent CCIS are expected to act in a professional manner, which includes;

- Wearing CCIS name tags,
- Following a business casual dress code (no jeans and casual shoes), and
- Keeping cell phones on silent and not using them (calling, texting, apps, etc.) while volunteering.

Situations which are exceptions will be communicated to volunteers by the direct supervisor.

Exceptions may include;

- CCIS t-shirt in place of pressed shirts,
- Jeans and runners, or appropriate attires for a specific activity (E.G. Stampede events), or
- Cultural clothing (E.G. Sari).

#### Procedure for Media Representation

If volunteers are approached by media to represent CCIS and comment about their experience, they should direct the inquiry to *Public Relations Specialist* or *Operations & Marketing Manager* to follow up.

### 9. Social Media

#### Policy

We encourage volunteers to become brand ambassadors and online champions.

We want volunteers to be empowered and knowledgeable to share their experiences and passion for CCIS.

Volunteers who utilize social media are expected to communicate in a professional, respectful, lawful, and non-intrusive manner, and ensure that communication made public through social media platforms does not negatively impact CCIS in any capacity.



#### Procedure

All CCIS volunteers and employees must receive permission from the *Social Media Specialist* or *Operations & Marketing Manager* before conducting any of these activities.

- Use CCIS owned social media accounts, logos, photos/videos on behalf of CCIS; Direct supervisors of volunteers should receive permission before assigning tasks.
- Posting content on behalf of CCIS. E.G. promotional content, partnerships, events.
- All social media users, including volunteers and employees, must state that the views expressed are their own, unless they receive permission to represent CCIS.



All CCIS volunteers and employees are also encouraged to do the following;

- Represent experience with CCIS clearly and honestly. *E.G. Presenting volunteer experience as “employment experience” on Linked In is not accurate or acceptable.*
- Follow all platform rules and regulations.
- Use expertise to provide unique, individual perspectives on nonconfidential activities, but be respectful of Copyrights, Trademarks and confidentiality.

Permission from CCIS is not required for the above bullets, however failure to follow these procedures may result in disciplinary action should the posting place CCIS in a challenging or legal situation.

*Anyone who shares, or posts content may be held legally responsible for that content.*

CCIS reserves the right to;

- Discontinue and/or delete social media accounts.
- Preapprove any information before it is made public.
- Monitor all content being posted by CCIS volunteers.
- View volunteers’ search history on CCIS computers or internet.
- Follow up with concerns about volunteers’ private social media habits and accounts.
- Delete or edit content posted by CCIS volunteers.
- Block disruptive users.

Social media includes, but is not limited to, the following platforms and apps:

- Facebook
- Linked In
- Twitter
- Instagram
- Snap Chat
- You Tube
- Flickr
- Google
- Podcasts
- Blogs
- Pinterest
- Tumblr

## **10. Substance Consumption: alcohol, cannabis products, tobacco products, and recreational drugs**

### **Policy**

Volunteers, employees, and clients are strictly prohibited from using, purchasing, or selling alcohol, cannabis products, and recreational drugs while representing CCIS in the community or on CCIS properties.

Smoking cigarettes and tobacco products are permitted only in designated smoking areas, in accordance with city of Calgary bylaws.

### *Medical Cannabis Exemption*

Volunteers, employees, and clients who use prescribed medical cannabis **do not have to disclose** their usage or medical condition.



### **Procedure**

If volunteers witness any suspected or confirmed alcohol, cannabis, recreational drug usage, purchase, or sale, they can take the following actions;

- Do not confront the person. Leave the situation.
- Call 9-1-1 if you are unable to leave and the situation became dangerous.
- Notify receptionist (at CCIS locations).
- Notify direct supervisor (off site).
- Submit an **Incident Report**.

Volunteers who, upon investigation, are determined to have consumed, or are under influence of alcohol, cannabis, or recreational drugs, will be dismissed from their volunteer relationship with CCIS.

## **11. Office Equipment and Resources**

### **Policy**

Volunteers should only access the following equipment at CCIS with permission from direct supervisor;

- Computer and laptop accounts.
- Phones, including landlines and cellphones.
- Fax machines.
- Xerox work stations, including photocopiers and scanners.
- Office equipment.

Direct supervisors should never give volunteers access to;

- Equipment and supplies for completing personal tasks,
- CCIS letterheads, stationaries, or signatures.

### **Procedure**

Volunteers must have permission from direct supervisor or Volunteer Resources to use office equipment and resources.

The direct supervisor or employee who provides this permission will be held responsible for any damage caused to office equipment and resources.



## HEALTH & SAFETY

### 12. Insurance and Incident Reporting

#### Liability Insurance Policy

CCIS maintains **general liability insurance** for volunteers when they perform tasks that satisfy these three requirements;

- Task is listed in *volunteer description*.
- Task is assigned by the direct supervisor.
- Task occurred during the volunteer's scheduled shift.

***All other insurance policies are the responsibility of the volunteer.***

#### Procedure

Volunteers who want to submit a claim under our general liability insurance should submit an **Incident Report**.

#### Auto Insurance

Volunteers **are not required to use** their own vehicles or other vehicles as part of volunteer assignments. If any volunteer chooses to disregard this policy, all responsibilities and costs involved remain with the volunteer.

#### Incident Report

##### Policy

The Joint Health and Safety Committee (JHSC) has been established to work cooperatively with CCIS in identifying and resolving health and safety issues in support of our occupational safety and health program to prevent occupational injuries, illness, and to reduce the number of serious incidents in the workplace. Further details can be found in the [Health and Safety Policies and Procedure Manual](#).

The JHSC documents and responds to all **incident reports** to prevent repeat occurrences.

**Incidents reports** can be submitted for, including but not limited to, the following situations

- Experience or witness of policy violations,
- Experience or witness of harassment or discrimination,
- Minor, major, and severe personal injuries while volunteering,
- Verbal or physical conflicts, and
- Health and safety concerns (E.G. broken glass, unsafety stacking of storage, tripping hazards),





### Procedure

1. Obtain **incident report** form from any CCIS employee.
2. Submit completed forms to any member of the JHSC.

### 13. Emergency Procedures

An emergency is any situation that requires immediate response. To respond effectively, volunteers should;

1. stay calm.
2. follow the appropriate procedure or instruction from authority.
3. contact reception (dial 0 for CCIS main office) or call 9-1-1 for immediate assistance.
4. submit an **Incident Report** after the emergency is over.

Direct supervisors should inform volunteers about;

- any potential or real concerns about safety and emergencies.
- the option to decline tasks.
- emergency evacuation procedures.

Volunteers should;

- observe their surrounding and make judgements about their safety.
- understand that they can decline any tasks that makes them uncomfortable, without disciplinary consequence.
- know exactly what to do in case of emergencies.







Situation	Procedure	
	CCIS or public locations	Private locations (Eg. clients' house)
Bomb threat	<ol style="list-style-type: none"> <li>1. Do not touch the bomb.</li> <li>2. Report to reception.</li> <li>3. Leave the building.</li> </ol>	<ol style="list-style-type: none"> <li>1. Do not touch the bomb.</li> <li>2. Leave the building.</li> <li>3. Call 9-1-1.</li> </ol>
Fire	<ol style="list-style-type: none"> <li>1. Sound the fire alarm.</li> <li>2. Do not use elevators.</li> <li>3. Leave the building.</li> </ol>	<ol style="list-style-type: none"> <li>1. Try to put out small fires.</li> <li>2. If unsuccessful, leave the building and call 9-1-1.</li> <li>3. If you cannot leave, call 9-1-1.</li> </ol>
Medical, including psychogenic seizures and panic attacks	<ol style="list-style-type: none"> <li>1. If patient is conscious, follow their instruction.</li> <li>2. If patient is unconscious, provide first aid and CPR (if you are certified) and call 9-1-1.</li> <li>3. Inform reception.</li> </ol>	<ol style="list-style-type: none"> <li>1. If patient is conscious, follow their instruction.</li> <li>2. If patient is unconscious, provide first aid and CPR (if you are certified) and call 9-1-1.</li> </ol>
Severe weather and natural disasters	<ol style="list-style-type: none"> <li>1. Follow the procedure for that building.</li> <li>2. Leave the building or move to a safe space inside the building.</li> </ol>	<ol style="list-style-type: none"> <li>1. Leave the building or move to a safe space inside the building.</li> </ol>
Utility failure	<ol style="list-style-type: none"> <li>1. Follow the procedure for that building.</li> <li>2. Leave the building.</li> </ol>	<ol style="list-style-type: none"> <li>1. Leave the building.</li> <li>2. Call the appropriate utility service provider.</li> </ol>
Weapon possession	<ol style="list-style-type: none"> <li>1. Remain calm and move to a safe space with a door that can be locked.</li> <li>2. Contact reception or call 9-1-1.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remain calm and move to a safe space with a door that can be locked.</li> <li>2. Call 9-1-1.</li> </ol>
Workplace violence and threats to personal safety	<ol style="list-style-type: none"> <li>1. Remain calm.</li> <li>2. Move away from the situation and to a safe space with a door that can be locked.</li> <li>3. Contact reception or call 9-1-1.</li> </ol>	<ol style="list-style-type: none"> <li>1. Remain calm.</li> <li>2. Move away from the situation and to a safe space with a door that can be locked.</li> <li>3. Call 9-1-1.</li> </ol>

## 14. Working Alone and Off-site

### Policy

At **CCIS offices and other public buildings**, volunteers should be mindful of office hours and never stay alone in the office or after office hours. Direct supervisors should never assign any tasks which would require working alone beyond office hours or in unsafe conditions.

When conducting **home visits and activities in private locations**, volunteers and direct supervisors should be mindful of potential liability concerns. **Situations to avoid** include, but are not limited to;

- A male volunteer visiting a female client alone in her home.
- A volunteer staying alone with the clients' child or children.
- Conducting home visits before 8 am or after 8 pm.



### Procedure

Volunteers must have permission from direct supervisors before working after hours or in private locations. All associated safety costs will be the responsibility of the direct supervisor and their program, and may include;

- hiring extra security after hours.
- security breach or equipment damage.
- employees accompanying volunteers on home visits as witnesses.

## 15. Respectful Workplace, Harassment, and Discrimination

CCIS is committed to providing an environment that respects personal rights and the dignity of all individuals, including clients, volunteers, and employees. Harassment and discrimination of any form will not be tolerated.

### Harassment

Harassment is any unwelcome physical, verbal, or sexual behaviour intended to cause discomfort for another person or group of people.

Examples of harassment and unacceptable behaviour include, but are not limited to:

- persistent physical contact, (E.G. handshakes, hugs, kisses)
- displays of discriminating or disturbing materials, (E.G. pornographic, racist, sexist)
- use of suggestive, embarrassing, or threatening language,
- unwelcomed and derogatory comments about a person related to;
  - gender and sexual identity.
  - immigration choice and path,
  - marital or family status.
  - country of origin and ethnicity.
  - physical or mental ability.
  - physical appearance such as age, body shape and skin colour.
  - real or suspected criminal record.
  - religion or political affiliation.
  - socioeconomic status.



### Discrimination

CCIS prohibits any form of behaviour designated as discriminatory in **Alberta's Human Rights, Citizenship, and Multiculturalism Act**.

Discrimination implies making an intentional or unintentional distinction based on personal characteristics of an individual or a group, which produces burdens or disadvantages to an individual or a group or which limits or prevents their access to benefits or advantages available to other members of the society.

*Note: Discrimination is a complex term that is very difficult to define. We need to be clear and comprehensive so as not to exclude certain instances of discrimination.*



Alternative definitions are:

1. Discrimination is intentionally or unintentionally treating individuals or groups differently based on preconceived general notions made without sufficient knowledge of that group.
2. The treating of some people better than others without any fair or proper reason.

### **Procedure**

Any behaviour by volunteers confirmed as harassment or discrimination will result in disciplinary measures, up to and including termination of volunteer involvement.

Volunteers who see, hear, or experience harassment or discrimination should contact their direct supervisor as soon as possible. All volunteers who suspect they have been mistreated, or have not been afforded their rights, should document what happened, where, and when. Subsequently they should submit an **incident report** for documentation and investigation.

## **VOLUNTEER MANAGEMENT**

### **16. Position Planning, Design, and Volunteer Description**

#### **Policy**

To effectively engage volunteers and capture their contributions to CCIS, it is important for CCIS to design volunteer positions and tasks that are meaningful and add value for the volunteer and to CCIS. Before creating a new volunteer position, program coordinators should consider the following:

1. What value does this position add to the program? *E.G. partnership commitment, program mandate, extend staff capacity, explore new initiative/service opportunity.*
2. What benefit does this position provide for volunteers? *E.G. learning opportunity, work experience, school requirement.*
3. What risks are associated with this position?
4. What impact will this position have on clients?
5. Does the risk outweigh the potential benefits of this position?
6. How can tasks and position requirements be adjusted to increase value over cost?
7. Who will be the direct supervisor that supports the volunteer?

A formal **volunteer description** should be created for all volunteer positions and include;

- title of volunteer position and its associated program,
- volunteer responsibilities and tasks,
- skill and time requirements,
- orientation and training requirements,
- benefits for the volunteer,
- direct supervisor name and contact.

***Volunteers cannot replace a fulltime employee position.***



## Procedure

Program coordinators, or the designated direct supervisor, are responsible for ensuring;

- the risk associated with each volunteer position is minimized.
- positions are beneficial and meaningful for volunteers.
- the appropriate department is consulted and CCIS standards are followed.  
E.G. Operations & Marketing Manager about marketing/promotional positions, Human Resources advisor about interviewer/screening tasks.
- volunteer descriptions are shared with and accepted by volunteers.
- volunteer descriptions are reviewed and updated regularly to reflect program and organization needs.

Program coordinators, or the designated direct supervisor, are also responsible for;

- scheduling and supervising volunteers.
- providing feedback to volunteers as needed.
- managing expectations and preventing conflicts.
- ensuring adequate time, resources, and training are allocated to the volunteer position.



## 17. Volunteer Recruitment

### Policy

Regular recruitment activities can raise awareness about engagement opportunities with CCIS.

Awareness leads to an increased number of applicants, giving program coordinators more opportunities to find the most suitable volunteers. These activities also contribute positively to CCIS' image as a community-centred organization.



## Procedure

Program coordinators are responsible for conducting recruitment activities or assigning the task to a designated program staff, who will act as the direct supervisor.

1. Recruitment activities should be conducted with current and future volunteer position vacancies in mind, with a minimum of 3 weeks before anticipated start date.
2. Word of mouth and referrals are an important source for volunteer recruitment.
3. Volunteers are encouraged to share experience with contacts to promote engagement opportunities with CCIS.
4. Advertisements and promotional materials must follow CCIS marketing standards.
5. Information must present expectations for volunteers with honesty and clarity.

Volunteer Resources is the primary point of contact for volunteer applicants to CCIS. Suitable applicants will be referred to programs. Support for recruitment activities can be provided by request.



## 18. Volunteer Requirements, Screening, and Selection

### Policy for screening and selection

To be selected for a volunteer position, a volunteer applicant must meet the **CCIS volunteer requirements** and the position specific requirements listed on the **volunteer description**. Meeting all the requirements does not guarantee selection as a volunteer.

Program coordinators and direct supervisors are responsible for executing this process fairly, documenting efforts accordingly, and defending selection choices when needed. Volunteer Resources can provide support and templates by request. All responsibilities associated with misjudgements or failures to follow these procedures remain with the program coordinator and direct supervisor.



## Volunteer Requirements

### 1. Age Requirement

Persons *younger than 15 years* old cannot volunteer alone. They can volunteer as part of a family, with their legal guardian(s), given that their legal guardian(s) meet the volunteer requirements.

Persons between *15 and 17 years old* must have written consent from a legal guardian before participating as a volunteer. Direct supervisors must ensure that parents are involved in any onboard/registration process and that the applicant is a willing participant. Direct supervisors must also be mindful of the ability of the volunteer and assign tasks accordingly.

#### Examples of inappropriate tasks include;

- Providing language support for refugees who experienced war trauma.
- Conducting home visits alone with immigrants or refugees.

### 2. Legal Status in Canada

All volunteers must be legally able to work in Canada and have documentation support.

Acceptable legal statuses are;

1. Canadian Citizen.
2. Permanent Resident or Convention Refugee.
3. Refugee Claimant with Open Work Permit
4. Foreign Worker with Open Work Permit
5. International Students with Study Permit or ETF.

#### Unacceptable legal statuses include;

1. Foreign workers with Closed Work Permits.
2. Refugee claimants without work permits.
3. Visitors with business or tourist visas.
4. Residents without status. E.G. Asylum seekers who have not submitted a refugee claim, refugee claimants with declined claims and persons with expired or invalid visas or permits.







## Different Types of Volunteer Applicants

### 1. Alternative Sentencing & Community Service

Alternative sentencing candidates may apply to volunteer, but the details of the sentencing must be disclosed. Selection will be without discrimination, given the applicants meet all the requirements of the position and there are no potential conflicts of interest. All agreements and placements will be arranged with the appropriate supervisor or probation officer.

### 2. CCIS clients

Our clients are encouraged to volunteer and gain experience, while using their skills to assist other clients and contribute to the community. If all applicants meet all the requirements of a position, preference should be given to current clients.

Direct supervisors should consider the following to avoid situation with conflicts of interest;

- When actively volunteering, a client takes on the responsibilities of volunteers and waives the access they have to services. (E.G. Volunteer from 1.00 to 3.00 pm and enrolled in the computer program, as a client, at 3:15 pm.)
- Clients should not simultaneously be a client and a volunteer in the same program.
- Notify Volunteer Resources of any potential conflict of interest situations for resolution and documentation.

### 3. Community Groups

Community groups with no organization affiliation may apply to volunteer together. All adults and persons above 15 years old must meet the volunteer requirements of the position and will be subjected to the standard screening processes.

### 4. Corporate, Community, and School Groups

*Participation must be arranged ahead of time through the Volunteer Resources Coordinator.*

Groups of volunteers representing a corporation, community organization, religious institution, or school may apply to volunteer for single events or a series of events. The corporation, community organization, religious institute, or school must carry suitable insurance for all individual volunteers in this group and are responsible for all associated costs. Partnership agreements that clearly outline responsibilities must be signed and documented to manage risk and liability concerns.

### 5. Employees

Current and past employees of CCIS can apply to volunteer, if there are no conflicts of interest between the volunteer and job positions. Current employees should not take on a volunteer position within the same program or a volunteer position in another program that is similar to their current job. Preference should not be given to employees in the selection process.

### 6. Families

Family units may apply to volunteer together. All adults within the family must meet the volunteer requirements of the volunteer position and will be subjected to the standard screening processes.



## 7. Persons with reduced abilities

Persons with reduced abilities or special needs requirements are welcome to apply to volunteer. Volunteer applicants should disclose the accommodation they require from CCIS, and program coordinators should make reasonable efforts to accommodate. If an applicant fits all the requirements for a given position, they will be considered.



## 8. Work experience, practicum, and job shadowing placements (as volunteers)

Students may apply to volunteer to fulfill a work experience requirement or course requirement for school. Students will be subjected to standard screening processes and direct supervisors **will not provide assessment** to schools for grading purposes.

## 9. Work experience, practicum, and job shadowing placements (not volunteers)

Students who look for work experience, practicum, and job shadowing placements which require **formal assessments or reports to schools** should follow our Human Resources Policies and Procedures. These students are considered CCIS employees and contracts will be communicated and signed directly with school representatives.

### Procedure for Selection

Reasonable efforts should be made to meet both program needs and volunteer preference.

- Volunteer placements must be willingly accepted by both the volunteer and direct supervisor.
- Volunteer placements must meet risk management standards.

Direct supervisors should guide all potential volunteers to complete the following process.

1. Submit **Volunteer Application** to Volunteer Resources or any program coordinator. Only suitable applicants will be contacted.
2. Select applicants should be **interviewed** by the direct supervisor or the program coordinator. If applicant is successful, interview questions and answers should be kept in volunteers file.
3. Volunteers are required to provide up to **3 references**, depending on the volunteer position. Direct supervisors or program coordinators may choose to accept or waive references.



4. **Cleared police record checks** are required for volunteering. Record checks preferences are;
  - i. Calgary Police Service record checks.
  - ii. Royal Canadian Mounted Police criminal record checks.
  - iii. Record checks from other police authority (to be approved by Volunteer Resources).
  - iv. Waived for volunteer speakers, event support, under 18 years old, or newcomers (less than 1 year in Canada).
5. Applicants must **voluntarily release records of criminal charges or convictions**. Records may be grounds to decline applicants, depending on nature of the record. However, a criminal conviction for which a pardon has not been granted, outstanding/pending criminal charges, probations, prohibitions, or other judicial orders in effect do not automatically exclude an applicant; each applicant will be considered individually by Volunteer Resources.
6. Applicants for volunteer positions involving children under 18 years old must complete a **Child Intervention Check** before starting their volunteer position. Applicants must release result to CCIS and records may be grounds to decline applicants, depending on nature of the record. Each applicant will be considered individually by Volunteer Resources.

## 19. Registration and Record Management

### Registration

#### Policy

Volunteer applicants who have *successfully completed* the screening process need to complete the *registration process* before starting any assigned tasks. This registration process is the responsibility of direct supervisors. Volunteer Resources may provide support as requested.

#### Procedure

The registration process includes;

1. Completing the application form.
2. Signing **General Volunteer Agreement**.
3. Signing program specific agreements.  
E.G. Community Connections for Newcomers Code of Conduct.
4. Receiving this Policies & Procedures Guideline document.

### Record Management

#### Policy

Volunteer files should contain the following documents;

1. Application form.
2. General volunteer agreement.
3. Program specific agreement(s).
4. Police record check result.
5. Child Intervention check result.
6. Legal status documents (work permits, study permits, etc.).

Volunteer files will be closed after a volunteer has been inactive, resigned, or is dismissed. **Closed files** will be kept for seven (7) years by CCIS, after which these files will be destroyed. Volunteers may



access their own file at anytime during this period, including references provided on behalf of the volunteer.

### **Statistics and record keeping**

Direct supervisors are responsible for;

- Calculating and reporting volunteer hours and related statistics to the Volunteer Resources Coordinator.
- Proper and accurate documentation in volunteer files.

### **Procedure**

Volunteer files are maintained by Volunteer Resources or program coordinators, with the following considerations;

- In secured and locked storage.
- Only to be accessed by the direct supervisor, Volunteer Resources, or the volunteer.
- Volunteers have access only to their own file.
- Volunteers should never have access to other volunteer files as a part of their assigned tasks.
- Exceptions will be allowed with permission from the volunteer or in compliance with court orders.

## **20. Orientation and Training**

### **Policy**

The following orientation and training opportunities will be provided to volunteers before starting any assigned tasks.

1. General orientation about CCIS to review relevant policies and procedures, and to clarify the volunteer position.
2. Program and task specific orientation and training.
3. Topic-specific training opportunities to develop volunteers' skills prior to commencing a volunteer position.

E.G. Intercultural Communication

### **Procedure**

Orientation and training processes are the responsibility of direct supervisors. Volunteer Resources may provide support as requested. Orientations can be conducted in groups or individually, and should include the following components;

- CCIS overview (Volunteer Resources can provide checklist).
- Reviewing relevant policies in Policies and Procedure Guideline.
- Health and safety procedures, including incident reporting.
- Process for feedback and reference requests.
- Reviewing position expectations, based on **volunteer description**.
- Direct supervisor and contact information.
- Setting volunteer schedule.

## **21. Supervision, Feedback, and Evaluation**

### **Policy**

Program coordinators are responsible for effective supervision and evaluation of all volunteers within their programs. Volunteers are encouraged to openly accept and provide feedback about their volunteer position, assigned tasks, and direct supervisor(s). Feedback may be provided to direct supervisors or Volunteer Resources. Negative feedback should be addressed in a timely manner.



### Procedure

Supervision activities from program coordinators include;

- Act as or assign a direct supervisor for every volunteer.
- Meet volunteers individually to discuss program expectations and personal goals.  
E.G. Volunteer position will not lead to employment at CCIS.
- Provide personalized support to develop volunteers' skills.
- Provide feedback to improve volunteer performance.
- Conduct formal performance evaluation as needed, based on requirements of the volunteer position, feedback from the volunteer(s), and feedback about the volunteer(s).

Volunteers are encouraged to actively maintain contact with direct supervisors. If volunteers feel direct supervisors are not providing proper supervision, the situation should be presented to Volunteer Resources for resolution.

## 22. Recognition and References

### Policy

CCIS recognizes volunteer contributions through both formal and informal activities, including but not limited to;

- An annual agency-wide recognition event.
- Program specific recognition events.
- Milestone recognition for every 5 years of volunteer service.
- Ongoing support and encouragement from direct supervisors.
- No cost or low-cost training opportunities.
- Impact statements and stories from clients.
- Personalized thank you cards.
- Verbal greetings and recognition.
- Written or verbal professional references.

### References

Volunteers may request verbal or written references from their direct supervisor with the following considerations;

- A minimum of 3 business days notice.
- Volunteer is active or has completed a volunteer commitment within the past 2 years.
- Reference content will honestly present the volunteer's experience at CCIS without distortion.  
*E.G. The volunteer lacks the required communication skills to work with children.*
- References will be provided at the discretion of the volunteer's direct supervisor.



### Procedure

Recognition activities should be initiated by CCIS employees, from direct supervisors, or Volunteer Resources.



Volunteers may request verbal or written references from their direct supervisor with a minimum of three (3) business days notice. If request is declined, volunteers may approach Volunteer Resources as an alternative source of reference.

## 23. Ending Your Volunteer Relationship

### Policy

Your personal situation may change for many reasons, but this change does not mean the volunteer relationship with CCIS must end. A change in situation may include but is not limited to;

- finding a fulltime job resulting in time conflicts.
- changes in life situations, such as moving away from Calgary or having a baby.
- completing required hours to enter an education program.

When a volunteer's situation changes, direct supervisors should make efforts to retain volunteers, including but not limited to;

- changing volunteers schedule at CCIS to eliminate the time conflict.
- exploring options for virtual volunteer opportunities. E.G. writing articles for SOPA
- suspending volunteer's file until volunteer can be active again. E.G. 6-month suspension.

If the volunteer relationship with CCIS must end, direct supervisors should make efforts to ensure the process proceeds amicably and professionally. This process can be initiated by the volunteer, direct supervisor, or Volunteer Resources.

### Procedure

#### 1. Volunteer initiated resignation

Volunteers may choose to resign at any time, with these considerations.

- Provide at least one (1) week notice to direct supervisor or Volunteer Resources.
- Request and complete an exit interview with direct supervisor.
- The resignation will be documented in the volunteer file and the file will be closed.

#### 2. CCIS initiated dismissal

Dismissal is considered a last resort. Direct supervisors and Volunteer Resources must provide more than one (1) opportunity to resolve issues that could lead to dismissal. These efforts should be documented and presented to the relevant division manager. The dismissal will be recorded on the volunteer's file.

The direct supervisor or Volunteer Resources may initiate the process to dismiss a volunteer. This process must include **notice to the volunteer**, preferably delivered in person, and **a clear statement and reason**. Reasons for dismissal include, but are not limited to:

- Violation of any of the policies stated in this manual.
- Failure to perform agreed upon volunteer duties and requirements.
- Lack of response to communication with direct supervisor or Volunteer Resources Coordinator.
- Harassing or discriminating actions against clients, volunteers, CCIS employees or guests.





*Relocating to an unfamiliar environment can be a frightening and overwhelming experience. It is not uncommon for newcomers to feel uncertain and apprehensive about their new surroundings, especially without a network of support from family members or friends.*

*At Calgary Catholic Immigration Society (CCIS), we understand these feelings and have dedicated ourselves to ensuring that newcomers feel welcomed and confident, so they can achieve happiness and success in Alberta.*

*Thank you for choosing CCIS as the agency to volunteer for.*



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