



Policies and Procedures

Volunteer Training & Development

Purpose

Caledon Community Services (CCS) strives to offer training and development opportunities to our volunteers.

Policy

Every volunteer will attend a general information session to learn about Caledon Community Services. The learning will then continue with orientation and training within their specific volunteer role. Additional training will be offered for upgrading their skills which could be mandatory or not depending on their volunteer position.

Procedure

Information Session

1. Prior to starting a placement, volunteers are required to attend an information session.
2. The information session will include:
 - a) Background and a current overview of Caledon Community Services.
 - b) Volunteer involvement at CCS
 - c) Filling out the Volunteer Application Form and Contract.
 - d) CCS promotional material will be provided to volunteers
3. If an additional interview is needed, the Program Manager's name and expectations will be given.
4. If the position requires a vulnerable sector check, these documents will be provided
5. Orientation sessions will be conducted according to the volunteer's placement.

Orientation

1. CCS' volunteer department will conduct an Agency wide orientation for all new volunteers.
2. The volunteer and staff will review the Volunteer Position Description together.
3. The volunteer's schedule will be discussed and expectations reviewed.
4. Program leads/managers will conduct program specific orientation for all new volunteers.
5. Volunteers will be given specific training for their volunteer role.

6. Volunteers are encouraged to participate in all additional training sessions offered by Caledon Community Services.
7. If needed, additional training may be mandatory depending on the volunteer role.

Additional Training

1. Volunteers and staff will be involved in developing both general and program specific training topics.
2. Whenever possible, volunteer training will be provided free of charge to all active volunteers. If there is a cost associated with a particular training session, CCS will attempt to keep the cost to a minimum
3. Caledon Community Services may be invited to join training sessions hosted by other organizations, if there is space attendance will be offered to both staff and volunteers.
4. Volunteers will be invited to attend CCS meetings as applicable.

References:

Staff, Volunteers, Program/Student Placement Meetings

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