



# Volunteer Welcome Manual

January 2017

WELCOME ABOARD! A new volunteer within our Organization is a huge shot in the arm for us. Each and every idea and moment of time you provide takes us that much closer to our vision of, "A healthy, engaged compassionate community for all". Thank-you for extending yourself to Caledon Community Services!

I want to personally thank you for making the commitment to volunteer your time in our Organization and in the Caledon community. I know the kind of difference that even one volunteer makes and it is enormous. Whether your time commitment is several hours a week or several hours a month, your participation, ideas and perspectives are always welcome.

Volunteers play an integral role in Caledon Community Services. Our Volunteer Services Team will work closely with you to tailor your volunteer experience to meet your needs and interests. Now that your recruitment process is complete, it's my pleasure to welcome you to CCS and encourage you to jump right in and perform your special magic in our important community work.

This manual has been prepared to provide an outline of general information, procedures and responsibilities for CCS volunteers. I understand that as our Organization's Chief Executive Officer, I am ultimately responsible for the actions and activities of all of our new and veteran volunteers. It is important that you abide by the procedures outlined in our Volunteer Manual. If you have questions or suggestions for improvements, don't be bashful; reach out to the Volunteer Leadership Team that is always wanting to hear from you.

Again, thank you for the generous contribution of your time, resources and support. I hope that your volunteer experiences will be fulfilling and I hope to meet you very soon.

Best regards,

A handwritten signature in black ink, appearing to read 'Monty Laskin', with a stylized flourish at the end.

Monty Laskin

**Chief Executive Officer  
Caledon Community Services**

*Welcome to Caledon Community Services! As a volunteer, we appreciate each person who comes forward to donate their valuable time to assist our organization and clients. Your volunteer manual has been developed to clarify and communicate many of the expectations, policies and procedures that relate to the roles of volunteers in our organization. Our volunteer manual and policies are updated regularly so this manual will change as needed. If anything is unclear, please discuss the matter with your department manager or the Volunteer Resource Specialist.*

## **Organization Overview**

Caledon Community Services (CCS) is a multi-service, community-impact organization that addresses **health, specialized transportation, employment, training, small business development, newcomer resettlement, poverty reduction** and **social service** needs in the Municipality of Caledon and surrounding communities. Community leadership, client-centered care and integration across a broad service continuum are principles of all CCS services. **Programs and resources help individuals and families pursue their growth, health and independence while seeking solutions to barriers that interfere with their well-being.**

The success of CCS is based on community engagement with a strong emphasis on **voluntarism** and myriad **partnerships** within the not-for-profit. Public and private sectors help CCS build an integrated one-stop shop that addresses all stages of development.

## **Vision**

*Healthy, Engaged, Compassionate Community for All.*

## **Mission**

*To help people help themselves by working creatively and responding to community needs.*

## **Values**

**Leadership** - We commit to continuous improvement.

**Integrity** - We act responsibly, honestly and ethically in all we do.

**Responsiveness** - We anticipate and act on emerging community needs.

**Inclusiveness** – We celebrate and respect the diversity of our community by promoting equitable access to services and opportunities.

**Innovation** – We will not shy away from adopting untried ideas and methods to address complex community needs.

**Partnership** – We collaborate to advance shared and individual interests.

## ***Volunteer Program Overview***

The achievement of the goals of CCS is best served by the active participation of citizens of the community. To this end, the organization accepts and encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. All staff is encouraged to assist in the creation of meaningful and productive roles in which volunteers might serve and to assist in recruitment of volunteers from the community.

Volunteers are viewed as a valuable resource for CCS, its employees and clients. Volunteers will be extended the right to be given meaningful assignments, the right to be treated as equal contributors, the right to effective supervision, the right to full involvement and participation in agency activities and the right to recognition for work done. In return, volunteers are expected to perform a minimum of 20 hours of service per year, to perform their duties to the best of their abilities and to maintain adherence to the mandate of CCS.

Volunteers take on many tasks including processing donations at CCS stores, providing rides for those in need, working on a special events committee, assisting with job searches, administration assistance, mentoring youth, companionship and seniors activation roles, business development, Board leadership and much, much more.

### ***Definition of a Volunteer***

A volunteer is anyone who, without financial compensation or expectation of financial compensation beyond reimbursement or honorarium, performs a task at the direction of and on behalf of CCS. A volunteer must be officially accepted and enrolled by CCS prior to performance of the task. Volunteers will not be considered employees of CCS.

### ***Steps to Volunteering***

#### **1. On boarding**

These are the first steps to getting involved – your application form, choosing an assignment, signing waivers, and being aware of the commitment you are making. Our training booklets are available on our website for you to refer to at any time.

#### **2. Orientation**

Once your placement has been assigned, you will report to your Supervisor for orientation.

This will include:

- A site tour
- Introductions to all staff, managers and other volunteers you will be working with
- Schedules and hourly tracking process
- Where you will store personal items
- Other information like parking, breaks, and bathroom locations
- Site culture, dress code and specific site requirements. *i.e.* steel toe shoes, back support, name tag, sunscreen, hair ties etc.

- Emergency/ Evacuation procedures of specific location
- Attendance expectations, illness, weather
- Arrangements will be made for any additional training that is needed for this position with the Supervisor
- Discussion and sign off of additional site specific policies and procedures

### **3.**

### ***Training***

You have already started your training by reading important documents that are required by the government along with CCS policies to ensure safety and to inform you of our procedures. Your growth will continue with trainings being offered, staff meetings and on the job training.

### **Volunteer Recognition**

All active volunteers will have their efforts recognized. Recognition will be provided informally with the individual, at the program level, and annually from the Volunteer Resource Department.

A reference letter will be provided to a volunteer or student/program placement that has completed a minimum of 50 hours of service. The letter will include the volunteer position(s) and a brief description of the key responsibilities as outlined in the Volunteer Position Description, the volunteer start and end date, and the total number of hours completed. This letter will be written by the direct supervisor and reviewed by the Volunteer Resource Specialist.



## **Volunteer Rights and Responsibilities**

### **A Volunteer has the Right to...**

Be properly interviewed, selected, and provided with a position description.

Be given a position that is worthwhile, safe and challenging, that will promote learning, growth and development.

Be provided information on the organization's mission, mandate, policies, and organizational structure.

Be provided tasks and assignments that have been considered and planned.

Be provided an orientation and ongoing training.

Be given support from a designated superior.

Be treated as a valued part of the team.

Be given appropriate and timely recognition for services.

Be involved in and informed of what is happening in the organization.

Be trusted with needed confidential information.

To provide feedback.

Be covered by organizational insurance while performing volunteer duties.

### **A Volunteer has the Responsibility to...**

Choose an organization he/she can respect and support.

Be sincere in the offer for service.

Only accept a position he/she feels will meet with his/her skills, interests, and available time.

Ensure he/she understands the organization's mission, mandate, policies, and structure.

Prepare for work assignments, follow procedures, and utilize time wisely.

Recognize the need for making and fulfilling a commitment.

Acknowledge the need for training and participate fully.

Consult with supervisor when unclear on policy appropriate action, or directions given.

Provide feedback that will improve effectiveness.

Work as a team member, understand the role of paid staff and stay within the bounds of the position description.

Refuse gifts or tips from recipients of service.

Respect confidentiality - as it is one of the fundamental rights of everyone.

# CCS Policies and Procedures

Caledon Community Services ("CCS") recognizes the fundamental importance of safeguarding its assets, both human and physical. In this regard, Caledon Community Services will discover, meet and constantly strive to exceed its statutory and business obligations in safeguarding the health and safety of its staff, clients, volunteers and student/program placements with its variety of policies and procedures.

Volunteer Policies and Procedures are on the Caledon Community Services website:

**<http://ccs4u.org/volunteer-resources>**

They are also available by request on paper that can be read on location or by borrowing a USB stick.

1. Agency
2. Health and Safety
3. Technology

## Health & Safety

Health & Safety is the responsibility of all staff, volunteers and student/program placements.

Under the Occupational Health and Safety Act of Ontario, The Ministry of Labour mandates the following responsibilities:

### **Workers have the right to:**

- Know about workplace hazards and what to do about them
- Participate in solving workplace health and safety problems
- Refuse work they believe is unsafe

### **Workers must:**

- Follow the law and workplace health and safety policies and procedures
- Wear and use the protective equipment required by their employer
- Work and act in a way that won't hurt themselves or anyone else
- Report any hazards or injuries to their Supervisor

### **Employers must:**

- Make sure workers know about hazards and dangers by providing information, instruction and supervision on how to work safely
- Make sure supervisors know what is required to protect workers' health and safety on the job
- Create workplace health and safety policies and procedures
- Make sure everyone follows the law and the workplace health and safety policies and procedures
- Make sure workers wear and use the right protective equipment
- Do everything reasonable in the circumstances to protect workers from being hurt or getting a work-related illness.

**Supervisors must:**

- Tell workers about hazards and dangers, and respond to their concerns
- Show workers how to work safely, and make sure they follow the law and workplace health and safety policies and procedures
- Make sure workers wear and use the right protective equipment
- Do everything reasonable in the circumstances to protect workers from being hurt or getting a work-related illness”.

Reference: [http://www.labour.gov.on.ca/english/hs/pubs/poster\\_prevention.php](http://www.labour.gov.on.ca/english/hs/pubs/poster_prevention.php)

**Communications**

Caledon Community Services recognizes that the flow of communication is vital to ensure the continued health and safety of all staff, volunteers and student/program placements. Open communication is vital to the maintenance of a safe working environment and facilitates the identification, assessment, and control of workplace hazards.

**Agency Wide Health and Safety Policies and Procedures**

The Health and Safety Handbook is on our website and provides staff, volunteers and student/program placements with a quick reference of various health and safety policies and procedures. Caledon Community Services recognizes that due to legislative and operational changes, all health and safety policies and procedures are subject to change over time. Volunteers and student/program placements have access to current policies and information by requesting them from the Volunteer department, any staff member or the area in which they volunteer in.

**Health and Safety Board**

Each worksite has a Health and Safety Board to ensure that all staff, volunteers, and student/program placements are aware of current and changing health and safety issues affecting the workplace. The Health and Safety Board is located in a readily accessible area and includes the following, but not limited to, posted information:

- Occupational Health & Safety Act of Ontario
- CCS Health and Safety Policy Statement
- Workplace Harassment and Violence Prevention Policy
- Health and Safety Committee Communications: Meeting Minutes, Safety Inspection Reports, List of Reps, and Qualifications of First Aid Providers
- 1,2,3,4 Poster
- Health & Safety At Work Prevention Starts Here Poster
- Employment Standards Act What You Need To Know Poster

All staff, volunteers and student/program placements are encouraged to review the information posted on this board.

## **Prevention**

The purpose of reading the policies, booklets and taking the quizzes is to help promote the health and safety of staff, volunteers, and student/program placements. Some of our reading and quizzes are to help prevent injuries in the workplace.

### **Driving While Conducting CCS Business**

CCS does not require volunteers or program/student placements to regularly use their own vehicles for CCS business unless otherwise specified in their job description.

CCS does not require staff, volunteers, program/student placements to transport other staff, volunteers, program/student placement while conducting its business. Should staff, volunteers or program/student placements engage in sharing transportation while conducting CCS business it is considered voluntary.

Please see under 'Health & Safety ` the complete driving policies, contact your supervisor or the Volunteer Resource Specialist for information on driving if you feel your position has changed and this pertains to you.

**There are two ways of spreading light  
to be the candle or the mirror that reflects it.**

**~Edith Wharton, Novelist~**

***Thank you for donating your time as a volunteer. We value your time and ideas. If you have any suggestions to improve Caledon Community Services and your volunteer experience, please let us know!***

*January 2017*