

Welcome to the Volunteer Bureau of Leeds and Grenville



Volunteer Orientation Manual A guide to policies and procedures

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Overview

Welcome and THANK YOU for your interest in the Volunteer Bureau of Leeds and Grenville. This guide is designed to assist you in becoming familiar with us. If you have any suggestions or comments to improve this guide, they are appreciated and encouraged. We hope you will find your experience with us positive and meaningful. Should you have any questions, or if you would like to arrange to meet with us, please do not hesitate to contact us!

Mandate and Purpose

“The Volunteer Bureau has, as its purpose, community betterment through citizen participation. To this end its objective is to encourage and assist the Volunteer to assume his most effective role in the community to concern itself with the referral of volunteers to health, welfare, recreation, civic, cultural and educational agencies and organizations which are themselves non-profit, charitable organizations.”

In the Volunteer Bureau, it is our mandate to:

- ✍ Promote Volunteerism
- ✍ Build Capacity for Effective Local Volunteering
- ✍ Provide Leadership on Issues Relating to Volunteerism; and
- ✍ Connecting People with Opportunities to Serve.

“It is our honour to serve volunteers and member agencies to better Leeds and Grenville.”



History

Betty Haley founded the area's Volunteer Bureau over 20 years ago.

Betty was working on a YMCA project, trying to help co-ordinate volunteers to assist the community's non-profit agencies. She realized that most organizations did not have enough time to go out and actively recruit volunteers, so she had an idea: why not create an agency to act as a broker or clearinghouse for volunteers? She talked about this concept with several people and eventually a seven-member steering committee was formed and an official board elected. The Volunteer Bureau of Leeds and Grenville was created.

The doors opened April 1st, 1981.

The organization became a registered charity on January 1st, 1991.

The organization was incorporated July 14th, 2000.

As Executive Director, Betty founded several community programs: Driver Program, a program to drive seniors and low income individuals to doctor appointments; Community Volunteer Tax Program; and our Annual Mayors' Walk. Our successful Driver Program was passed on to the Victorian Order of Nurses (VON) in May 2002.

After 22 years of dedicated service, Betty Haley retired June 1st, 2003.

Cheryl Marshall took the Executive Director position on June 1st, 2003.



What is the Volunteer Bureau?

A Volunteer Bureau (also known as a Volunteer Centre) is an organization that takes the strengths of volunteers and matches them with the needs of community-oriented organizations.

There exist over 400 Volunteer Centres throughout North America, with over 200 in Canada. The Volunteer Bureau is a member of Volunteer Canada.

The Volunteer Bureau is a United Way member agency, and receives annual funding from the United Way. We are also funded by our Annual Mayors' Walk and our Bingos. Other funding sources are explored through grant and foundation applications.

Our head office is in Brockville, operating out of our rented office in the United Way building.

Our district or territory for services covers all of Leeds and Grenville. Our closest neighbours, Lanark, Kingston, have their own Volunteer Centres.

The Volunteer Bureau is a registered charity that is incorporated and is run by a Board of Directors, an Executive Committee, and an Executive Director. We have over 75 volunteers involved in all aspects of program and service delivery. There is only one paid staff member, the Executive Director. All other positions are volunteer.

We are governed by Policies and Procedures, including a Constitution, By-Laws and full Policy Guidelines.

What is Volunteer Gananoque?

In September 2004, the Volunteer Bureau realized a long time dream and opened our satellite office, Volunteer Gananoque. Dorothy Jessup was hired to serve as Co-ordinator of Volunteers. Dorothy offers the same services as the Volunteer Bureau but for Gananoque and the Thousand Island region.

Volunteer Gananoque is fully funded by an HRSDC grant for the year of 2004-2005 and local fundraising efforts.

Volunteer Gananoque is under the policies and procedures of the Volunteer Bureau, with the Bureau holding fiscal responsibility. There is a local advisory council who, with Dorothy, relates to and reports to the Board of Directors of the Volunteer Bureau of Leeds and Grenville.



What is a Volunteer?

Volunteer... what is a volunteer? It is someone who chooses to act in recognition of a need, with an attitude of social responsibility and without concern for monetary profit.

Not everything done by volunteers is labelled as volunteering. In a school, it might be called service learning, community service or an internship. In professional society, it may be referred to as pro bono. In the streets, it is called neighbourliness. At church it is referred to as lay ministry. In a group of peers, it may be self-help and in a protest it would be called activism.

Why do People Volunteer?

Some have chosen to become involved so they can provide a needed service, solve a problem or advance a worthy cause. Others look for personal development. Many volunteer for both altruistic and personal reasons.

People make contacts, learn skills, gain work experience, build self-esteem, improve their health, and sometimes find paying jobs. Some people have turned their lives around through volunteer work.

Volunteers do not work for money; they work for less tangible but equally important forms of remuneration such as satisfaction, appreciation and the opportunity to build skills. Volunteers are seeking increasingly meaningful responsibilities and interesting tasks – the community must therefore find ways to meet these needs.



Our Programs and Services

Our programs and services are developed and maintained in three specific target areas:

- ✍ Volunteers;
- ✍ Member Agencies; and
- ✍ Community Programs

The appendix “Task List Evaluation” shows the full spectrum of our work in the following areas:

- ✍ Member Agency Support;
- ✍ Volunteer Program Support;
- ✍ Community Program Support;
- ✍ Fundraising Program Support;
- ✍ Partnering Program Support;
- ✍ Board of Directors Support;
- ✍ Bureau Promotion;
- ✍ Fiscal Responsibility Support;
- ✍ Bureau Administrative Support; and
- ✍ New Initiatives and Outreach Programs.



Getting Involved in the Bureau – In-House Volunteer Roles

Our volunteers form and work on various existing committees:

- ✍ Board of Directors; of which there are five standing committees:
 - Executive Committee;
 - Finance Committee;
 - Programs and Fundraising Committee;
 - Personnel, Policy and Procedure Committee; and
 - Public Relations Committee.
- ✍ Bingo Committee;
- ✍ Community Volunteer Income Tax Program Committee;
- ✍ Mayors' Walk Committee; and
- ✍ Office Administrative Support.

Other Committees are formed as the needs arise.



Board of Directors:

Are responsible for the overall administration of the Volunteer Bureau and are key decision makers in the policy, procedure and overall general health of the organization. A member of the Board attends one Board meeting each month. These meetings are typically held on the third Wednesday of each month, either in the afternoon or evening. They last normally two hours.

Upon joining the Board, each director is asked to sit on his or her choice of Standing Committee. This committee work takes additional time and varies, depending on the committee and the time of year.

Our Board consists of Chairman, Vice-Chairman, Treasurer, and Directors at large. The Secretary position is held by the Executive Director and thus makes her an ex-officio member. The size of the Board of Directors is 12 strong, with members from Brockville and surrounding areas in Leeds and Grenville.

The Board is fully supported by the Executive Director and the volunteer Office Administrative support.

Bingo Committee:

Bingos are a mainstay for our financial health and make up approximately 30% of our annual budget. As a Bingo Volunteer, we ask for 4 hours on the second and fourth Monday each month between 11:00am and 3:00pm. Tasks include counting cards, selling cards and working the floor.

A Bingo volunteer is supported by a volunteer Bingo Chairman or Team Leader, who completes the paperwork and works directly with Bingoland staff. Bingo reports, permit applications and all banking is completed at the office, under the direction of the Executive Director.



Community Volunteer Income Tax Program Committee:

Under the management of the Volunteer Bureau since 1989, the Income Tax Program may well be one of our most used services in the community.

Volunteer Bureau of Leeds & Grenville...

Has over thirty trained volunteers who prepare income tax returns for seniors, single parents, low income families, unemployed, disabled persons and shut-ins.

The volunteers are fully trained by personnel from Canada Revenue Agency and are kept up to date with all the new advances for use in preparing the returns.

The Volunteer Bureau co-ordinates the program and provides all supplies and forms. Appointments are made through the Bureau for individuals, with a choice of manual, computerized, and net-filing of returns.

The Volunteer Bureau handles Tax returns by:

- ~ Drop-off of information and pick-up is arranged at the client's convenience.*
- ~ On-site appointments for one-on-one consultation.*
- ~ Arrangements to have volunteers go on-site to nursing homes, retirement homes, hospitals, correctional institutions or to private homes where there may be shut-ins.*

The volunteers are also trained to complete or assist with many forms and applications, such as Old Age Security, Canada Pension, Guaranteed Income Supplement, etc.

The mandate specifying types of returns completed is dictated by Canada Revenue Agency, however, special cases are handled on a per-item basis by the Volunteer Bureau, depending on the abilities and training available within our volunteer team.

The training for Income Tax Volunteers consists of a one day seminar with CRA (Canada Revenue Agency) and a day training on our computers for software and program overview. These are held in January in preparation for the main program that runs from February to April. Typically, a volunteer will then choose one day a week to support the program and complete Income Tax Returns for our clients.

The Tax Volunteers are supported by the office volunteers, who offer administrative support, field all enquiries, book appointments and complete the Intake Form.

There are Team Leaders for each day of the week to support and liaise with the office and the on-site volunteers.

Our successful program actually runs year-round from the office. The demand for the program is steadily increasing and we are now completing thousands of Tax Returns annually. The program is generously funded in part by a grant from the Ross McNeil Foundation.



Mayors' Walk Committee:

The Mayors' Walk is our main annual fundraiser, supporting our annual budget. In 2004 we secured a title sponsor and while sponsorship is in place the Walk is known as the **Cogeco Mayors' Community Walk**.

Walk With Us...

The Mayors' Walk is held yearly in April to kick-start National Volunteer Week. This walkathon offers a twist:

As a walker, pledges are collected and the walker has a choice of supporting his or her favourite charity. Funds collected are redistributed on a 50% basis to whatever charity is named.

For local agencies, it is a powerful outlet for promotion, while fundraising. Local Politicians, Mayors and Reeves are a wonderful support to show how appreciative they are of Volunteerism throughout Leeds and Grenville.

The organization of the Walk commences in July prior to the walk. The planning committee meets and puts sponsorship into place. In January, sponsorship is targeted and the main committee starts logistic planning. This hard work is celebrated on the day of the Walk, on the Saturday – kick-starting National Volunteer Week in April.

Following the Walk, individual pledge forms are reconciled and designated proceeds are disbursed to named charities throughout Leeds and Grenville. A reception is held to highlight and recognize the 'winners circle' of walkers.

Spearheaded by the volunteer Administrative Office Support, charitable receipts are produced and delivered for all pledges over ten dollars. The committee wraps up by June each year.

There are many opportunities on this fun-filled committee. The chairman and the committee report to the Board member who holds the chair of the Program Committee. Although the committee is autonomous, it has full support of the Executive Director and the volunteer Office Administration Support.



Office Administrative Support:

Our Volunteer Office Administrative Support staff is the backbone of the day to day success of the Volunteer Bureau. Under the guidance of the Executive Director, this team runs the office and supports each program, service and Board member. The office staff provides the key ingredient to bridging the Volunteer Bureau with the public.

The Bureau office is run as any office, with full office procedures. The office is fully equipped and computerized. Tasks run from reception, to correspondence, to filing, to greeting visitors. Writing skills can be put to use as the office produces most of our own marketing and promotions. The Bureau continues to work towards full automation with database building, input and maintenance. We also incorporate our internet presence and continue to update and work proactively to meet our many needs.

Throughout the communities of Leeds and Grenville, the Bureau is a key resource to the public. The office staff field all resource requests, source answers and provide this valuable service to all inquiries.

As a volunteer, we request a minimum of half day per week commitment but appreciate all the help we can get.

The volunteer office administrative support staff is fully supported by the Executive Director. The Executive Director may designate program managers and/or supervisors.

Our regular office hours are Monday to Friday, 9:00am to 4:00pm.



What to expect from the Volunteer Bureau

- ✍ An opportunity to become familiar with Brockville and surrounding areas throughout Leeds and Grenville, and their community based organizations and services
- ✍ An opportunity to meet with and assist a wide variety of individuals
- ✍ An opportunity to be a part of a vital and exciting volunteer team
- ✍ An opportunity to be a key ingredient of promoting and facilitating the act of volunteerism and community involvement
- ✍ A letter of reference, upon request
- ✍ The opportunity to offer ideas, advice, feedback on the Volunteer Bureau and its programs and services
- ✍ Varied contacts in the community (Board of Directors, Executive Director, Peer Volunteer Staff, Committee and Program Volunteers, the Media, General Public)
- ✍ A pleasant working atmosphere
- ✍ Access to training and workshops at a reduced rate or no cost
- ✍ Regular one-on-one training and mentoring to improve skills
- ✍ To make new friends and have fun!

Our volunteers are protected under our Privacy Statement:



Volunteer Bureau of Leeds and Grenville

PRIVACY STATEMENT



A United Way Member Agency

The Volunteer Bureau of Leeds & Grenville respects everyone's privacy and will work diligently to ensure all personal information provided to us remains accurate, confidential and secure. We have physical, electronic and procedural safeguards to protect collected information. We provide your personal information only to staff or fellow volunteers who need it for purposes that have been disclosed or otherwise made known to you. We treat all information with respect and discretion. We do not disclose your personal information to anyone, except as allowed or required by law.

Questions or concerns about our privacy policy can be directed to the Privacy Officer



What the Bureau expects from you

The Volunteers shall have a clear understanding of the Volunteer Bureau's mission, mandate, programs and services

The Volunteer shall carry out his or her chosen duties in a professional and caring manner, in accordance with agency policies and procedures

The Volunteer shall notify – with as much advance notice as possible – of any planned or unplanned absences, vacations or illnesses

Depending on the Volunteer position, the Volunteer shall keep accurate records of his/her activities on behalf of the Bureau and proffer them for continuance of duties

The Volunteer shall complete and interview with the Executive Director or delegate; agree to a Police Check per our screening policies; have on file an Emergency Contact sheet and sign, agree and uphold a Confidentiality Agreement

The Volunteer shall request a copy of the Human Resource Policy, in the case there is disagreement with Executive Director, or any volunteer supervisor or volunteer management



Rights and Responsibilities of Volunteers

(as adopted by the Volunteer Bureau © Volunteer Canada)

A Volunteer has the right to be...

- ... properly interviewed, selected and provided with a position description
- ... given a position that is worthwhile and challenging, that will promote learning, growth and development
- ... provided information on the organization's mission, policies, structures and funding
- ... provided tasks and assignments that have been carefully considered and planned
- ... provided an orientation and on-going training
- ... given support from a designated volunteer or staff person
- ... treated as a co-worker
- ... given appropriate and timely recognition for services
- ... involved in and informed of what is happening in the organization
- ... trusted with confidential information
- ... reimbursed for approved 'out-of-pocket' expenses where funds are available
- ... covered by organizational insurance while performing volunteer duties

A Volunteer has the responsibility to...

- ... choose an organization which he or she can respect
- ... be sincere in the offer of service
- ... only accept a position he or she feels will meet with his or her needs, skills, interest and available time
- ... ensure he or she understands the organization's policies, structure and mission
- ... prepare for work assignments, follow procedures and utilize time wisely
- ... make and fulfil commitments
- ... acknowledge the need for training and participate fully
- ... consult with supervisor when unclear on 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
- ... respect confidentiality



The Canadian Code for Volunteer Involvement

(© Volunteer Canada)

The Canadian Code for Volunteer Involvement

Adopted by the Volunteer Bureau April 2004

VALUES FOR VOLUNTEER INVOLVEMENT

Volunteer involvement is vital to a just and democratic society.

It fosters civic responsibility, participation and interaction.

Volunteer involvement strengthens communities.

It promotes change and development by identifying and responding to community needs.

Volunteer involvement mutually benefits both the volunteer and the organization.

It increases the capacity of organizations to accomplish their goals, and provides volunteers with opportunities to develop and contribute.

Volunteer involvement is based on relationships.

Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact.

GUIDING PRINCIPLES FOR VOLUNTEER INVOLVEMENT

Voluntary organizations recognize that volunteers are a vital human resource and will commit to the appropriate infrastructure to support volunteers.

The organization's practices ensure effective volunteer involvement.
The organisation commits to providing a safe and supportive environment for volunteers.

Volunteers make a commitment and are accountable to the organization.

Volunteers will act with respect for beneficiaries and community.
Volunteers will act responsibly and with integrity.



The Canadian Code for Volunteer Involvement

ORGANIZATION STANDARDS FOR VOLUNTEER INVOLVEMENT

The boards of directors and senior management acknowledge and support the vital role of volunteers in achieving the organization's purpose or mission.

Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.

A qualified person is designated to be responsible for the volunteer program.

A clearly communicated screening process is consistently applied.

Volunteer assignments address the purpose of the organization and involve volunteers in meaningful ways – reflecting their various abilities, needs and backgrounds.

Volunteer recruitment and selection reaches out to diverse sources of volunteers.

Volunteers receive an orientation to the organization, its policies and procedures, and receive training for their volunteer assignment.

Volunteers receive appropriate levels of supervision according to their task and are given regular opportunities to receive and give feedback.

Volunteers are welcomed and treated as valuable and integral members of the organization's human resources.

The contributions of volunteers are regularly acknowledged with formal and informal recognition methods.



Orientation Summary Checklist

Volunteer orientation includes an introduction to programs and services offered through the Volunteer Bureau.

Volunteer orientation includes an introduction to staff, key volunteers and peer volunteers of the Volunteer Bureau.

If you would like further clarification on any of the points of the list below, please do not hesitate to ask the Executive Director, a Board member or volunteer supervisor / committee chairman.

- ✍ The Mission and Role of the Volunteer Bureau of Leeds and Grenville
- ✍ Overview of Programs and/or Services
- ✍ Responsibilities of Staff and Volunteers
- ✍ Funding Sources
- ✍ Hours of Operation
- ✍ Further Opportunities

- ✍ I would like to know more about...
