

CATHOLIC CROSSCULTURAL SERVICES

# **Volunteer Guidelines and Procedures**

CCS Administration Office  
55 Town Centre Court, Suite 401  
Toronto, ON M1P 4X4  
Phone 416-757-7010 Fax 416.416-757-7399

## Guidelines and Procedures Overview

Catholic Crosscultural Services (CCS)' Volunteer Guidelines & Procedures were developed in September 2019 by the Volunteer Coordinator with input from the Associate Director, Fund Development & External Relations, Volunteer Management Committee, the organization at large, and the senior leadership team. These guidelines reflect the organization's mission, as well as applicable municipal, provincial and federal legislation, and have been enacted in the best interests of volunteers and the organization alike.

### **Purpose -- To Ensure Volunteers Understand What is Expected of Them -- and What They Can Expect from CCS**

#### **Privacy & Protection of Personal Information**

- The privacy and protection of a volunteer's personal information in adherence with the Personal Information Protection and Electronic Documents Act.

#### **Confidentiality**

- The confidentiality of personal information of individuals who engage with CCS.

#### **Screening Process**

- Volunteers and staff are aware of the processes in place for all volunteers and that volunteers can expect a screening, interview, and selection process that is fair, reasonable, and accommodating.

#### **Role Creation & Position Description**

- The creation of meaningful, effective volunteer roles to support CCS' activities by following a formal, standardized process that will ensure appropriate representation and volunteer assignments.

#### **Dress Code**

- CCS requires all volunteers to present themselves in a professional manner in terms of attire, personal hygiene, and appearance.

#### **Workplace Violence & Harassment**

- Volunteers engage with CCS in an environment that is free from violence and harassment, and that concerns can be made by volunteers without fear of reprisal or retaliation. (a reference to HR Workplace Violence & Harassment policy)

#### **Feedback & Evaluation**

- Volunteers receive thorough and consistent feedback regarding their performance and have the opportunity to provide feedback to improve the volunteer program.

#### **Recognition**

- Volunteers are continually celebrated and recognized for the work that they do in an ongoing and equitable way.

#### **Incidents & Accidents**

- Appropriate process for volunteers to follow in the case of incidents and accidents.

#### **Termination**

- The dismissal of volunteers is based on the processes outlined in this policy and the expectations, responsibilities, and consequences of volunteer activities.

#### **Resignation**

- Should the volunteer decide to terminate this agreement voluntarily, we require that she/he give CCS one (1) week prior notice in writing.

## **Privacy & Protection of Personal Information**

CCS is committed to protecting the privacy and confidentiality of the personal information of its staff, volunteers, and other stakeholders. Every effort is made to ensure that all personal information collected is carefully protected and that the use of such data is subject to consent. Our privacy policy is designed to support this goal.

CCS regularly collects and uses personal information from its staff, volunteers, and others who are involved and/or interested in the organization. CCS is committed to ensuring that all stakeholders are made aware of how their personal information is used, maintained, and with whom it is shared. CCS does not sell or trade any personal information regarding its staff, volunteers, or other stakeholders.

CCS is responsible for maintaining and protecting the confidentiality of the personal information under its control. All employees, volunteers, students, Board members, and any other parties representing CCS have a responsibility to ensure that any personal information they collect is safeguarded and only used for the purposes identified at the time of collection.

As a non-profit organization that does not engage in commercial activity, or sell, rent, trade or otherwise exchange its donor/fundraising lists, CCS is exempt from applicable provincial and federal privacy legislation. That said, CCS has adopted this privacy policy as a best practice and is fully committed to its implementation and enforcement.

### **Some of the ways CCS may use your personal information include:**

- Providing services and/or information to you;
- Facilitating employment, volunteer, or student placement relationship with you;
- Reporting agency activities to our funders;
- Responding to your comments and/or questions regarding our services;
- Contacting you with respect to organizational events or fundraising activities.

CCS maintains strict control over access to personal information. We do not disclose personal information without informed consent unless required by provincial and/or federal law (the Freedom of Information and Protection of Privacy Act as administered by the Government of Ontario and the Personal Information Protection and Electronic Documents Act, as administered by the Government of Canada).

## **Procedures**

### **Consent**

By signing the consent document, volunteers agree to their personal information being collected for the sole purpose of their affiliation, as indicated, with CCS. By signing, volunteers acknowledge that their information will be used, safely stored, and protected by CCS for the duration that it is needed and/or for the duration of engagement as a volunteer.

The organization is expected to only disclose specific information, as dictated by funding requirements and where applicable by provincial and federal law. No information will be disclosed without prior consent from volunteers, with the exception of information made anonymous.

## **Privacy & Protection of Personal Information**

### **Information Storage**

All personal information will be stored in a digital copy on CCS' secure shared drive, as well as in physical copies in the relevant volunteer supervisor's files. These physical files will be locked in a cabinet or filing space, only to be accessed when necessary. Personal information will be kept for the following durations:

- Reference information will be kept until six (6) months after the end date of the volunteer engagement
- General information will be kept for seven (7) years from the end date of the engagement.
- Role-specific information will be made anonymous one (1) year after the end date of the engagement.

At the end of these terms, volunteer information will be destroyed or made anonymous for statistical purposes. Information is stored for these durations to ensure it is maintained during potential volunteer turnover and for future reference and proof of volunteer hour processes.

If differing from the "Information Storage" procedure, it is the responsibility of volunteer supervisors and CCS senior management to determine how long they will retain volunteer information after the volunteer has ceased their engagement with the agency.

### **Disclosure**

CCS maintains strict controls and safeguards over access to personal information. We do not disclose personal information without informed consent unless required by law. The expectation of confidentiality is outlined in all CCS employment contracts. CCS will not provide the names and contact information of volunteers to other organizations or companies without prior explicit consent.

### **Personal Access**

Upon written request and with reasonable notice, all current and former volunteers (within the aforementioned timeframes) can access their personal information and request amendments to ensure its accuracy.

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CCS collects personal information, including, but not limited to, legal name, date of birth, address, phone number, e-mail address, emergency contact, education, and work experience from volunteers, staff, clients, and community members for a variety of purposes, and will only be collected for each stated purpose. Volunteers may interact with and become aware of the personal information of others in relation to their work with CCS. This information is to remain confidential and must not be divulged externally. Certain information may need to be shared with staff when appropriate.

**Volunteer Confidentiality Agreement**

Everyone who volunteers with CCS will sign a confidentiality agreement and these signed pledges will be kept on file for seven (7) years from the start of the volunteer engagement. It is the responsibility of volunteers to maintain the confidentiality of information seen, observed or worked with. Volunteers must be aware of accidental ways in which it is possible to breach confidentiality, such as discussing the personal information of others outside of their role at CCS.

**Procedures**

By signing the confidentiality agreement, volunteers pledge to exercise due diligence and caution in any discussion related to the information they may learn in their capacity as a volunteer at CCS. Volunteers must understand that confidentiality is not just limited to their current affiliation with CCS, but that the obligation to safeguard information obtained while at CCS continues in perpetuity.

**Request for Confidential Information**

Only the individual cited or referenced in the confidential information can access their own information. This is according to the privacy policy and relevant legislation, including the Personal Information Protection and Electronic Documents Act and the Freedom of Information and Protection of Privacy Act.

**Procedure for Breach of Confidentiality**

In the event that a volunteer breaches confidentiality, the Executive Director will be informed and can take steps deemed appropriate, based on the risk associated and the level of the confidentiality breach. Depending on the nature of the breach and the volunteer’s role, termination may be a potential outcome.

## **Screening Process**

CCS will screen and select candidates based on requirements determined through an assessment of program needs. Interviews and requirement requests will be conducted in a manner that reflects the labour and human rights legislation in Ontario. The screening process will take reasonable precautions based on risks assessed for each volunteer role to ensure the volunteers selected can meet the requirements of the role in a fair and equitable manner.

### **Accessibility for Ontarians with Disabilities**

CCS makes all reasonable efforts to ensure that its policies, practices, and procedures are consistent with the following four principles:

- Dignity
- Independence
- Integration
- Equal Opportunity

CCS is committed to being an equal opportunity employer and to making reasonable accommodations to support the success of all job, volunteer, and student placement candidates and employees, students, and volunteers with disabilities. CCS will consult with people with disabilities (clients, employees, volunteers, and students) to determine their information and communication needs. CCS will ensure existing feedback processes are accessible to people with disabilities upon request.

### **Procedures**

Volunteer candidates will complete an application and demonstrate that they meet identified application requirements. Volunteer candidates will provide reference(s), if required, for the role and complete orientation and training necessary to ensure they are prepared to undertake the role.

Volunteer supervisors will conduct a risk assessment for all volunteer roles to determine the screening requirements. These requirements will be linked directly to the risk (such as vulnerable sector checks for volunteers working with vulnerable clients).

All candidates will:

- Be made aware of the screening process
- Fill out an application form or follow application requirement postings on the CCS website
- Submit additional requirements (such as resumes & cover letters, if required), based on their relevance to the role and as determined by the risk assessment
- Be interviewed in a single or multi-phase process by one or more staff
- Submit personal or professional references, if required, to facilitate the selection process
- Attend orientation & training if selected for the role

The volunteer coordinator recruiting volunteers will:

- Post application information (form(s)/requirements) on the CCS website, along with any additional requirements for the role, as determined by the risk assessment

## **Screening Process**

- Interview candidates who best meet the requirements of the role in person, or via phone and/or email
- Contact references if required for the selection
- Decline candidates who had been selected for interviews, but that do not meet the requirements of the role
- Prepare or provide orientation & training for new volunteers that are selected, where applicable

The screening policy and procedure are in accordance with CCS' diversity and anti-discrimination policy. Every effort will be made to select volunteers who represent the diverse community served by CCS.

All application forms/requirements listed in postings will request the following information:

- Name
- Contact information
- Commitment length
- Answers to application questions
- An explanation of why volunteers would be a good fit and interested in the role (in lieu of a cover letter)

Applications will be provided in person or sent by e-mail or through regular mail. The application must be returned to the volunteer coordinator, or as designated in the posting.

## **Additional Requirements**

Volunteer role requirements can include:

- Samples – writing, design, etc
- Résumé – information about professional/academic/volunteer experience
- Cover Letter – more substantive details of the candidate's background and interest in CCS
- References – professional/academic/volunteer/personal; cannot be contacted without volunteer consent

## **Interview**

Interview questions are developed to identify relevant skills, competencies, and experience (where applicable), related to the duties, responsibilities, and activities of the role in question. Questions are consistent across all applicants applying for the same role, with accommodations made as necessary. Detailed records are kept of each interview, including volunteer candidate comments and questions and interviewer notes and concerns. Staff recruiting volunteers may opt for a phone/video interview first, or on its own, if the information and format are applicable to the role.

## **References**

Once a candidate has been selected, a minimum of two reference checks will be conducted. CCS recommends the use of the following as acceptable references:

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- At least one person who has served in a supervisory capacity with the volunteer in paid or unpaid settings.
- At least one person who knows the volunteer personally and can vouch for their experience as listed
- Additional references based on the level of risk in the role

Partners, spouses, family members, and medical professionals may not be used as references.

### **Criminal Background Check**

CCS requires that applicable volunteers complete a criminal reference check. CCS reserves the right to enforce or exempt the requirement of criminal reference checks for positions. Volunteers would be required to complete a standard criminal check through an authorized law enforcement agency before their start date. This formalized process enables CCS to ensure the safety of its clients, especially children, and vulnerable adults. This applies to all positions, both paid and unpaid, within the organization.

### **Vulnerable Sector Check**

Volunteers who require a Vulnerable Sector police criminal check must complete the check independently and prior to the start date.

Volunteers may begin to work at CCS, during the conditional period before the police check is received. However, to work one-on-one with children or others who are deemed vulnerable volunteers must have completed the vulnerable sector check.

### **Reimbursement**

Volunteers will only be reimbursed for their police clearance check when they contribute at least 40 hours of their time to CCS. Student placements are expected to obtain a Police Check before starting their internship at CCS. CCS does not reimburse students for police checks as they are compensated by their post-secondary institution.

### **Declining Volunteer Candidates**

If a volunteer does not complete the screening process, provide the necessary documentation, show ample evidence of their ability to fulfill the duties of the role, or demonstrate behaviours not aligned with the provisions of the Human Rights & Anti-Discrimination Policy and the Workplace Violence & Harassment Policy, they will be declined for the role. A supervisor should not rely on personal preferences or opinions in basing a decision to decline a volunteer.

Declined candidates will be provided with feedback upon request.



## **Role Creation & Position Description**

The CCS program manager/supervisor and staff/team will determine the need for a volunteer for their program and will create a position description of the volunteer's responsibilities, qualifications (skills and experience needed), and requirements (abilities, time, screening, etc.).

Any staff/team member looking to engage volunteers must follow the role creation and position description development process as outlined in the Procedures section (below). It is their responsibility to assess the need for the role and develop the position description, while senior management and the volunteer coordinator are accountable for creating the working template for the role and position description. The standard position descriptions template will also be reviewed and updated regularly to ensure clarity and consistency.

The role-planning process should include considerations for volunteer screening, as stated in the Volunteer Screening Process. This will encompass risk assessment, determining screening requirements, and any necessary follow-ups.

### **Procedures**

#### **Developing a Position Description**

When determining the need for a volunteer, the program team will consider the following five questions:

1. What duties will the volunteer do?
  - What are the tasks, activities, functions, and duties of the role?
  - Is the need for this volunteer specific, and/or is there sufficient work to keep them engaged?
  - Are they clear and concise, or more flexible and fluid?
  - Are the identified tasks appropriate for a volunteer, or should they be the accountability of a staff/team member?
  - Who will review these tasks?
  - Are these tasks inclusive of differently-abled people?
2. When will the volunteer perform the duties?
  - How often will the volunteer be needed?
  - When will they volunteer and how frequently?
  - How long will they be engaged with the organization?
  - Is their schedule flexible and/or unfixed?
3. Where will the volunteer perform the duties?
  - Does the role take place in the office and at which location – Peel Region or Toronto?)
  - Can they be done from home?
  - Is there a satellite or partner location?
  - Is the office or partner location/workspace accessible and accommodating?
4. How will the volunteer perform the duties?
  - Will the volunteer be using a computer (and is a computer/desk available)?
  - Will there be any technology or materials used that are unique to the role?
  - Will there be special skills training needed for the volunteer to fulfill the role?

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5. Why will the volunteer perform the duties?
  - Does this role provide a learning opportunity for the volunteer?
  - Are there networking opportunities?
  - Is this volunteer opportunity aimed at high school students looking to fulfill a community service requirement for serving volunteer hours?
  - Is it skills-based volunteering that allows corporate, working, and retired persons to give back to the community?
  - Does this role provide the opportunity to work with people?

### **Risk Assessment**

Once a clear picture of the volunteer role and purpose has emerged, the team manager/supervisor will determine the potential risk inherent in the role. Risk is defined as the potential for a role – or the volunteer in the role – to bring reputational, professional, or personal harm (whether intentional or not) to CCS, its clients, its staff, volunteers, and community stakeholders. A risk assessment should be reviewed by senior management.

To determine the risks, the program manager should assess the following considerations.

1. Who are the people involved?
  - Determine whether the client, volunteer, community member or staff member involved with the role will be at risk (this includes vulnerable clients, such as children, seniors, or clients with disabilities).
2. Would any of these individuals be in a position to harm the organization, its reputation, or its stakeholders?
3. What is the activity and how does it affect potential risk?
  - Certain activities and tasks may have the potential for a higher risk than others; there must be awareness of the ways the activity could bring harm.
4. Where does the activity take place?
  - The location itself may have obvious, physical risks, primarily if the duties will take place outside of the office.
  - Some volunteer roles may involve client interactions that may not be supervised.
5. How often will someone oversee the activity?
  - The level and frequency of supervision need to be commensurate with the level of risk in the volunteer’s activities.

### **Hierarchy Management**

Any staff/team member may determine the need for a volunteer to assist in their program or project work. They should bring their request to their manager and the manager will forward the request to the volunteer coordinator for recruitment. In this instance, the team member or the manager may oversee the volunteer assigned for that program or project. The team member or the manager will be responsible for scheduling, assignment of work, space, and/or timekeeping. In other cases, the coordinator may be responsible for any other engagement and supervision requirements.

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## General Position Planning

It is important to note that CCS does not recruit “interns” at this time as an internship is paid and therefore not a volunteer role.

## Position Descriptions

Position descriptions may include:

- The position title (& Purpose/Objective)
- Activities (Tasks/Responsibilities/Duties)
- Qualifications (Skills/Abilities/Experience)
- Requirements
- Screening Steps
- Location
- Time Commitment/Start date/Length
- Training & Orientation
- Dress Code
- Benefits

### Tips for effective descriptions:

- Provide background information on CCS and our mission
- Be detailed. yet concise
- Acknowledge any prerequisites alongside qualifications

## Recruitment Process

CCS staff will be required to fill out a volunteer posting template, once the posting is approved by their supervisor, the volunteer coordinator will upload the posting online (on CharityVillage, LinkedIn, Indeed, etc.). Applications will be shortlisted and interviewed. Interviewed candidates will be shortlisted and their resumes along with the volunteer coordinator’s interview notes will be shared with the team members to select the volunteer they want to work with. Recruitment time will vary from one week to a month depending on the skill, and experience required for the position.

## Recruitment and Onboarding

As per the request of the managers, the volunteer coordinator will recruit and onboard volunteers with specific skills. Once the volunteer has completed all the formalities and has attended the volunteer orientation. The Team member(s) working with the volunteer will provide job-specific training and onboarding.

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Every Catholic Crosscultural Services volunteer is responsible for exercising sound judgment and common sense in choosing their workplace attire. If a volunteer is deemed to be wearing inappropriate attire (as defined below), their manager is responsible for coaching and mentoring the volunteer accordingly.

Individual situations relating to appropriate workplace attire may be addressed on a case-by-case basis. If you have questions about these guidelines or a particular business area’s dress requirements, contact your manager.

**Inappropriate Attire:**

The following items are not permitted in any area during normal working hours:

- Sweat pants
- Jogging pants
- Pants that expose the midriff, underwear, or leggings
- Gym shorts
- Bicycle shorts or other athletic shorts
- Low-cut tops
- Halter tops
- Spaghetti strap tops
- Tops that expose the midriff or underwear
- Mini-skirts
- Any form of clothing that is mesh, sheer, see-through, or otherwise revealing
- Any form of clothing that is generally offensive, controversial, disruptive, or otherwise distracting
- Any overtly commercial clothing contains political, personal, offensive messages or logos.
- Plastic flip-flops or sandals
- Beach footwear

Volunteers are responsible for dressing according to this policy for their shifts and checking with supervisors about the dress that is appropriate and safe to wear.

In the case of a different dress requirement based on an activity or event, volunteers are responsible for ensuring they have the appropriate clothes for the shift. Volunteer supervisors are responsible for determining and communicating to their volunteers the dress codes for various roles if they differ from the standard, casual dress code. Volunteers should follow the specified dress code and communicate concerns to their supervisor as soon as possible.

Volunteers who do not adhere to specified dress codes may be given a written warning at the discretion of their direct supervisor. More than two warnings may result in disciplinary action.

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**Hygiene**

CCS volunteers, like employees, are expected to meet standard hygiene requirements during regular business hours for the duration of their engagement. Volunteers must:

- Maintain personal cleanliness.
- Use deodorant/antiperspirant to minimize body odours.
- Refrain from using heavily scented perfumes, colognes, and lotions. These can cause allergic reactions, migraines, and respiratory difficulties for some employees, clients, and volunteers.

**Personal Grooming**

- Clothing must be clean, in good condition, and fit appropriately.
- Neat and well-groomed hair, sideburns, moustache, and beards.
- No dark glasses (unless prescribed by a physician).

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CCS is committed to promoting appropriate standards of conduct at all times, including ethical and respectful service and volunteer engagement practices that incorporate equitable treatment for all volunteers. CCS does not tolerate racism, prejudice, or any form of discrimination, either explicit or implicit. We are committed to racial equality in employment and service delivery. We work towards confronting and eliminating discrimination and fostering an environment where all employees, volunteers, and clients are treated with dignity and respect. CCS is an environment that is free from discrimination, violence, and harassment.

CCS does not condone any form of violence in the workplace, including that which is verbal, physical, or sexual in nature. Volunteers are expected to report any incident or threat of workplace violence to a CCS staff/team member.

Harassment is a serious form of misconduct, which may result in disciplinary action up to and including dismissal. CCS will not tolerate, ignore, or overlook any form of harassment, including that which is sexual. If such incidents occur, CCS will take any steps available to ensure harassment and a violence-free workplace, including prohibiting the harasser from its facilities, where appropriate, or discontinuing engagements with volunteers.

**Examples:**

Violence includes, but is not limited to:

- Threatening behaviour – shaking fists in front of or pushing another worker, or being aggressive and/or violent towards a worker;
- Verbal or written threats – any expression of intent to inflict physical force that could cause physical injury, or involving body language or behaviour that cause the recipient to reasonably believe that the perpetrator intends to cause physical injury (such as leaving threatening notes, phone messages, or sending threatening emails);
- Physical attacks – hitting, shoving, pushing, kicking, biting, pinching, inciting an animal to attack, or sexual violence; and
- Threats against the family – a threat against a worker’s family that is the result of the worker’s employment is considered a threat against the worker for purposes of this Policy.

Sexual harassment includes, but is not limited to:

- Leering or inappropriate staring;
- Invasion of personal space;
- Unwelcome physical contact (touching, grabbing, hugging, kissing, etc.);
- The proposition of sexual intimacy;
- Sexual assault and violence;
- Making offensive comments or behaviour towards a person based on their gender identity, gender expression, or sexual orientation;
- Making sex-related comments about a person’s physical appearance or actions;
- Making comments or behaviour because of a belief that someone does not conform to gender-role stereotypes;

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- Using vulgar, sexual, or gender-related humour or derogatory language (such as slurs, jokes, or innuendo);
- Asking unwelcome questions or engaging in unwelcome conversation about sexual activities;
- Spreading sexual rumours (including online);
- Displaying or distributing pornographic or other sexual images, objects, jokes, or sayings (including online);
- Making vulgar gestures;
- Asking for sexual favours in exchange for workplace benefits (*quid pro quo*);
- Repeatedly asking someone for dates or sexual favours even after they have said no;
- Threatening someone (e.g. with violence, termination, or denial of other workplace benefits) if they refuse to comply with sexual advances;
- Making a worker dress or behave in a sexualized or gender-specific way; and
- Threats of retaliation or reprisal if the victim makes a complaint under this Policy.

**Discrimination**

The act of judgment or treatment of individuals, both explicitly and implicitly, is based on an identifiable or assumed social identity or categorization (e.g. – race, sexual orientation, age, disability, class, etc.). Assumptions about the nature and meaning of social identity are frequently based on false and oppressive beliefs. This results in differential treatment of people and perpetuates social and class distinctions that grant privilege to the power group and deny equity and equality.

**Complaints**

Volunteers have the right to report any good-faith complaints to their supervisor. If the complaint involves the supervisor, complaints should be reported to the volunteer coordinator.

Volunteers found to have deliberately made vexatious or malicious complaints or to have issued complaints in bad faith, will be subject to appropriate disciplinary action, including dismissal.

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Volunteers of CCS have the right to receive feedback from their supervisor(s) regarding their performance on a regular basis through a variety of means and at different intervals during their engagements. The supervisor(s) of the volunteer(s) will provide an informal feedback meeting after one (1) month of the volunteer in the role to determine the appropriate length of time by which to assess volunteers through a formal evaluation process. On average, this should be after three (3) months with the organization. During this evaluation, volunteers will be given the opportunity to provide feedback on the role and the program to their supervisor. Volunteer supervisors must maintain proper documentation of performance reviews and feedback discussions via formal or informal means, and this documentation should be placed in the volunteer’s personnel file.

It is the responsibility of staff to annually review the formal evaluation template to be used with volunteers at the appropriate interval. Staff should also be open to receiving feedback from volunteers when relevant to their work and program(s). All employees are responsible for working with and responding to feedback that affects organizational performance and reputation.

Volunteers also have the right to provide feedback to their supervisor on their role and work, as well as the opportunity for an exit interview. It is the responsibility of volunteers to provide immediate feedback when necessary, and/or request a meeting with their supervisor when in need of support or to provide feedback.

Volunteers are invited to provide feedback through an evaluation survey.

**Procedures**

Volunteer supervisors will provide and accept feedback through the following methods:

- Formal or informal pre-planned evaluation meeting (at appropriate interval)
- Informal face-to-face check-in
- Annual review for long-term volunteers
- Exit interview (survey or in-person) for exiting volunteers
- Group volunteer training sessions & events

**Evaluation of Volunteer**

Evaluations of volunteer performance should cover the following areas:

- Fulfillment of role requirements & tasks
- Fulfillment of overall requirements, including tracking shifts
- Communication
- Relationship-building

**Informal Evaluation**

Volunteer supervisors should use the following discussion points to guide conversations with volunteers if using an informal evaluation method:



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**Part 1 – Supervisor/Coordinator Items to Address**

**Knowledge of the Position** – Volunteer has:

- Overall knowledge of the position/tasks and relationship to the agency. Do they meet or exceed requirements or need improvement?

**Quality of Work** – Volunteer is:

- Accurate, thorough, follow procedures, fulfill duties

**Dependability** – Volunteer is:

- Timely attend shifts, punctual, meets goals, reliable

**Teamwork/Interpersonal Relations** – Volunteer has:

- Ability to work with others; positive relations with staff, other volunteers, and clients; cooperative nature

**Personal Qualities** – Volunteer:

- Takes initiative, is creative, goes beyond the call of duty, is willing to help in other areas

**Part 2 – Volunteer Discussion -- Meeting the Volunteers' Needs**

Does the volunteer:

- Require more training?
- Require more organizational information?
- Need clarification on policies/procedures?
- Need more responsibilities, hours, or work?
- Are volunteer expectations being met?

**Is the Position:**

- What the volunteer expected?
- Engaging the volunteer – is he/she interested in continuing?
- In line with CCS' mission?
- Not meeting volunteer needs?

What is the volunteer's overall satisfaction with CCS and with their actual position?

Other Issues/Concerns/Suggestions the volunteer/supervisor may have?

\*A template form for supervisors to use to provide performance reviews for volunteers, as well as a feedback form template for volunteers will be provided by the volunteer coordinator.

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It is the responsibility of the volunteer coordinator (volunteer committee and the social committee) to organize and host volunteer recognition events. The individual staff responsibilities for this event will be determined by the aforementioned committees and the volunteer coordinator.

Volunteers will be celebrated at the Annual General Meeting (AGM). Recognition will also take place through a variety of means during the year, including National Volunteer Week. The volunteer coordinator is responsible for organizing this celebration. (The volunteer supervisor will be accountable for compiling highlights of volunteer impact and effort for review at this event.) Other specific recognition opportunities will be coordinated by individual volunteer supervisors and the volunteer coordinator.

**Procedures**

The volunteer recognition events will make every attempt to allow volunteers to socialize with each other and staff, make them feel appreciated, and showcase the important role they play. The format can change from year to year but must take place annually at least at the AGM.

When a volunteer leaves their position, the supervisors will write a card to the volunteer. If the volunteer has given more than one hundred hours of service, the volunteer coordinator or the position supervisor will determine an appropriate gift or gift card.

On occasion, and especially for long-serving volunteers, the volunteer coordinator may arrange for a staff social to celebrate the volunteer’s time, effort, and commitment to CCS and the newcomer community.

Upon request, CCS will provide volunteers with a letter confirming their hours worked during their tenure -- both for regular duties and special events. Additionally, all “special event” volunteers will receive an email “of gratitude” within 48 hours of the event taking place.

References will be provided upon their request.

<b>Catholic Crosscultural Services</b> <b>Volunteer Guidelines and Procedures</b>  <b>Incidents &amp; Accidents</b>	Approved by: HR Director Original Date: 09/2019 Revised: 08/2022
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Volunteers must report any incident or accident to their supervisor. Depending on the seriousness of the incident or accident, reports must be made immediately, or within a maximum of 24 hours of the occurrence. CCS staff and senior management will respond accordingly, based on the severity and impact of the incident or accident.

It is the responsibility of the volunteer coordinator and staff to be aware of the incident and accident response protocol. In the event of an emergency, staff should contact 911 as soon as possible and provide as many details as necessary.

For volunteer incidents, supervisors and staff should refer to the Feedback & Evaluation procedure and Volunteer Termination procedure for additional guidance.

It is the responsibility of volunteers to inform their supervisors of an occurrence as soon as possible, using whatever contact means necessary, including email and phone. If the volunteer can't reach the supervisor, then the volunteer coordinator should be contacted via email, phone or text. If the incident or accident occurs offsite, volunteers must follow the facility protocol as well, including potential additional incident reporting. In the case of a life-threatening accident, volunteers must contact 911 before reaching their supervisor or other staff.

It is the responsibility of CCS senior management to ensure emergency preparedness information is available for all volunteers in responding to accidents.

## **Procedures**

### **Incident Reporting**

Volunteers may report an incident in any format they wish, as long as they provide the date, time, location, name(s), and details.

Volunteer supervisors must compile a formalized incident report with any additional information they receive or deem appropriate. (Volunteer supervisors will be provided with a CCS incident reporting template.)

### **Accident Reporting**

All volunteers and/or staff present during an accident are required to fill out an accident reporting form. (An accident reporting template/format will be provided by the volunteer coordinator.)

<b>Catholic Crosscultural Services</b> <b>Volunteer Guidelines and Procedures</b>  <b>Resignation</b>	Approved by: HR Director Original Date: 09/2019 Revised: 08/2022
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CCS requires volunteers to provide their supervisors with notice of their resignation. It is expected that volunteers will give a minimum of one (1) week's notice. Volunteers are not obligated to provide a reason for resignation. Volunteers who provide less than one week's notice and do not disclose a family or medical emergency may not be invited back to volunteer with CCS for a minimum of three (3) years.

Volunteers who wish to resign from their position should follow the procedures described below.

**Procedures**

**Resignation provided with a minimum of one week's notice**

Volunteers who wish to resign from their position and do so with a minimum of one week's notice must write a letter stating their intention and the last date of volunteer service.

A copy of the resignation and acceptance of resignation will be kept on the volunteer's record on time counts for a minimum of three years.

**Resignation Provided with Less than One Week's Notice**

Volunteers who wish to resign from their position and do so with less than one week's notice must write a letter stating their intention and last date of volunteer service. The resignation letter should be forwarded to the volunteer's supervisor by email or provided in hard copy.

If a volunteer discloses a family or medical emergency as the reason for the resignation (to any CCS staff member in person, over the telephone, or in writing), this will be indicated on the volunteer's record, and the volunteer may apply to return to CCS at any time.

If no emergency is disclosed, the volunteer may not be re-engaged by CCS for a minimum of two (2) years.

The resignation letter should be forwarded to the volunteer's supervisor by email or provided in hard copy. Staff supervisors will acknowledge in writing receipt of resignation letters provided via email.

<p><b>Catholic Crosscultural Services</b>  <b>Volunteer Guidelines and Procedures</b></p> <p><b>Termination</b></p>	<p>Approved by: HR Director  Original Date: 09/2019  Revised: 08/2022</p>
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CCS will ensure any volunteer dismissals are fair, equitable, and reasonable, based on the process outlined in this policy.

The volunteer coordinator and appropriate supervisors will determine the responsibilities of each volunteer role along with any associated expectations, boundaries, duties, and rules deemed appropriate. Every volunteer supervisor will ensure volunteers are aware of their responsibilities, and all possible consequences for failing to meet these expectations, breaching a boundary, or for inappropriate behavior.

It is the responsibility of volunteers to understand their accountabilities and processes to follow.

**Procedures**

The grounds for immediate dismissal are as follows:

- Illegal and/or violent acts (will also involve Toronto Police Services)
- Theft of property or misuse of CCS funds, equipment, client information, or materials
- Being under the influence of alcohol or drugs while performing volunteer duties
- Any action or behaviour that causes harm to clients, staff/team members, or other volunteers

All volunteers are subject to a probation period as determined by their supervisor and documented in their position description. During this probation period, volunteers may only receive one or even no warnings for improvement, depending on the severity of the issue. (Event volunteers are considered on probation for the duration of their first shift.)

The following protocol applies in all other cases besides probation as well as the immediate dismissal grounds listed above:

1. Any instance of failure to meet the requirements of the role and/or misrepresenting or breaching the mission of CCS will be documented in the volunteer’s file using an Incident Report (see: Incidents & Accidents Policy). Each occurrence will be shared and followed up with the volunteer. A plan will be created to improve behaviour and to ensure instances aren’t repeated.
  - If such occurrences are repetitive or frequent, the volunteer will be given a warning in person and in writing (physical & digital). This warning will be recorded in the volunteer’s file.
  - Volunteers will be given a set time during which they should improve their behaviour. This time period will be noted in the written warning.
  - Volunteers may be dismissed if improvements are not made after two (2) warnings.
  - Volunteer supervisors are responsible for determining whether or not improvements made are sufficient.
2. An appointment will be scheduled to inform the volunteer in the person of the decision to dismiss them. The volunteer, their supervisor, and one other CCS employee will be present in this meeting. The volunteer is allowed to bring another volunteer or any other person to this meeting for support purposes.
3. The volunteer will be supplied with a confirmation of their dismissal in the form of a Dismissal Letter, signed by their supervisor and the Executive Director in physical and digital formats.
4. Details of the dismissal will be recorded on the volunteer’s file and may impact future opportunities to volunteer with the organization. However, the volunteer may apply for another role at any time.