

Organization Registration Package

for the

***Information and Volunteer Centre for
Strathcona County***

Connecting Our Community

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Information and Volunteer Centre For Strathcona County

Mission Statement, Services and Programs

Mission Statement

The Information and Volunteer Centre for Strathcona County enhances the healthy and vibrant lifestyle of Strathcona County residents by connecting them with their community resources and meaningful and fulfilling opportunities for voluntary engagement.

Established in 1976 the Information and Volunteer Centre for Strathcona County is a Registered Charity and an Incorporated Society, and is a member of the United Way of the Alberta Capital Region.

Services and Programs

Information and Referral Service: Connects the residents of Strathcona County with community resources.

Volunteer Centre Service: Enhances Strathcona County's voluntary sector by educating, promoting and celebrating volunteerism.

Capture Our Spirit Program: A youth volunteer program unique to Strathcona County, seeks innovative ways to incorporate youth volunteers into the community.

National Volunteer Week Program: IVC promotes and encourages all sectors of the community to celebrate their volunteers. IVC makes available information, resources, planning ideas and gift items to assist community agencies and organizations in planning their own National Volunteer Week celebrations.

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Volunteer Centre Services

IVC Organization Registration – IVC has a registration for organizations that offers benefits (listed below) some of which are exclusive to the registered organization. To inquire about membership benefits for your non-profit organization please call our office and we would be happy to answer any of your questions.

Volunteer Opportunities Promotion: IVC promotes, circulates and advertises organization volunteer opportunities through various media's and methods. It also includes newspaper advertising at the newspaper's discretion.

Registered Organization Benefit

govolunteer.ca Online Searchable Database: govolunteer.ca is a powerful tool that connects people with volunteer opportunities online. Just a click of the mouse connects potential volunteers to your organization programs and volunteer opportunities. (Strathcona County agencies access through IVC and Edmonton agencies access through The Support Network)

Registered Organization Benefit

Volunteer Referral: IVC provides people with access to opportunities and information on a wide variety of volunteer opportunities and non-profit organization.

Registered Organization Benefit

Resource Centre & Library: IVC has a lending and reference library for member organizations. The materials and books are largely directed at non-profit and volunteer organization issues such as board development, volunteer screening and program development.

Volunteer Management Consultation and Assistance: IVC can offer assistance with volunteer management concerns and needs.

Education and Training: IVC presents training seminars and workshops on various subject matters related to the voluntary sector. For example; screening, insurance concerns, fundraising etc.

Advocacy: IVC enhances Strathcona County's and on a larger scale Alberta's voluntary sector by educating, promoting and celebrating volunteerism in our community.

E-Newsletter: An e-newsletter called "In The Loop" is e-mailed to registered organizations and other non-profit agencies and interested community members. The newsletter is filled with sector news and resources as well as information on upcoming workshops and events.

Website: IVC maintains a website that evolves with changing trends in the voluntary sector. The website promotes IVC initiatives, contains sector news, forms and pertinent information related to voluntary agencies, organizations and the general public.

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Media Resource Guide: IVC makes available to community organizations, a booklet which provides current information on places in the community to advertise volunteer and organization information.

Information and Referral Services

The Information & Referral Program connects the community to its resources by providing the general public with accurate and comprehensive community information and referrals. Following is a sample of information compiled and maintained:

academic tutors	recycling and garbage disposal
child care	seniors clubs and housing
churches	service clubs
community groups	sports clubs
government services	snowshoveller/oddjobs
halls and meeting rooms	teen babysitters
housing	

- Compiles and distributes monthly and annual community events calendars, available electronically and in print form.
- Provides information packages to new residents containing print materials relevant to their needs.
- Administers the Seniors Information Line for Strathcona County.
- Compiles and distributes an information package for seniors containing print materials relevant to their needs.

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Youth Volunteer Program

Youth Volunteer Program is a program unique to Strathcona County. It seeks innovative ways to incorporate youth volunteers into the community. The Youth Program encourages the recognition of the contributions and participation of youth in our community.

The Youth Volunteer Program:

- maintains and coordinates Youth Volunteer Bulletin Boards in schools, around the community, in the library and in Sherwood Park Mall.
- offers presentations on volunteerism, to youth in schools, community groups, to educate and create awareness.
- coordinates a youth committee to produce a monthly Youth Page in the *Strathcona County This Week Newspaper* to promote youth volunteerism.
- advocates youth volunteer involvement
- provides a youth generated Volunteer Idea Book to share ideas and inspire future youth involvement.
- produces a "Youth Volunteer Resource Kit" for young volunteers and those interested in working with young volunteers.
- Makes certificates available to the community as a means of recognizing youth volunteer accomplishments.

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Volunteer Recruitment and Referral Policies

Policies

1. The Information and Volunteer Centre for Strathcona County (IVC) will accept requests for the recruitment and referral of prospective volunteers for positions which, in the opinion of IVC offer a positive experience for the volunteer.
2. Potential volunteers may be referred to a group or organization whose purpose is to serve specific needs within its own organization. (i.e. school groups, swim clubs etc.) However, volunteers for such groups should first be drawn from within the group's own membership.
3. Potential volunteers will be referred to board and committee, volunteer opportunities for non-profit legally incorporated agencies.
4. Potential volunteers will not be referred to individuals who make a direct request. These individuals should be referred to an organization, which can act on their behalf to meet their need or request volunteer assistance on their behalf.
5. Potential volunteers will not be referred to any denominational group if the purpose of the volunteer work is the propagation of the religious beliefs of the denomination.
6. Potential volunteers may be referred to church-sponsored groups, such as CGIT. Potential volunteers may be referred as well to denominational groups engaged in community projects such as day-cares, after school cares or camps, providing it is a non-profit service and not restricted to church members only.
7. Potential volunteers will not be referred to any political party or organization for any reason.
8. Potential volunteers will not be referred to replace paid staff but to complement staff.
9. Potential volunteers will not be referred to agencies that offer payment for their service. However, payment for out of pocket expenses, ie. bus fare, car expenses, babysitting etc., is encouraged.
10. Potential volunteers will not be referred to organizations whose employees are on strike.

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Organization Registration Form

Please complete as fully as possible. Please forward one completed form to IVC. This form may be completed online at our website at www.ivcstrathcona.org.

Organization: _____

Address/City/Postal Code: _____

Email: _____ Website: _____

Phone: _____ Fax: _____

We are a (n)...check all that applies:

- Incorporated Society Non-Profit Corporation Registered Charity
 Other I don't know

Mission Statement (or attach information page with Mission Statement):

Contact Name: _____ Phone: _____

Contact Person Email: _____

Other Contact Person: _____ Phone: _____

Is the organization accessible to persons with disabilities?

Fully accessible: Yes No

Partially Accessible: Yes No

Please include any further information/brochures etc. that you think is relevant.

The Information and Volunteer Centre encourages your organization to adopt the Canadian Code for Volunteers as it provides a basis from which your organization can review how the volunteers are engaged and supported.

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Volunteer Request Form

The primary responsibility for recruitment, screening and placement rests with your organization.

Note: Any information you provide may be published both on the Internet and in print materials. If you need to make alternate contact arrangements please contact the Volunteer Centre.

Organization: _____ #Volunteers required: _____

Website: _____

Volunteer Position Title: _____

Note: The position will be listed for 4 months or until you inform us when the position is filled.

Position End Date: _____

Days: Weekdays Weekend Flexible

Time of day: Morning Afternoon Evening Flexible

Duration: Short Term (3 Months) Long Term (6 months +) Special event (1 or 2 days)

Position Contact Person: _____

Phone: _____ Email: _____

Work Location: _____

Description of Position (or attach job description): _____

Training Provided to Volunteers: _____

Skills and Experience Needed (or attach job description): _____

Required Characteristics: Valid Drivers License Use of Own Vehicle

Male Female Not Applicable

Screening: Police Record Check Child Welfare Check Interview References Other

Suitable for: child (up to 11 years) youth (12 - 17) _____ Adults

Family's groups

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IVC Only: Date Received: _____ govolunteer: _____ Listings: _____

Organization Registration & Request Procedures

Organization Registration Procedure

- Complete Registration Form.
- Submit to IVC
- IVC will decide if the submitted organization is acceptable to access the registration benefits IVC offers non-profit organizations
- IVC will notify of acceptance and the organization may then submit requests and access all other services

Organization Request Form Procedure

- Complete one volunteer request form for each position you wish to post
- Submit completed forms to IVC by mail or by fax
- Allow sufficient lead-time in order for IVC to publicize requests, as we do not maintain a list of on-call volunteers
- Please retain a copy of the request form for your records
- Requests will remain valid until the position expires or for 4 months, at which time a review of the request will take place

Important Note: If you have organization access to govolunteer you may forgo the previous process and simply inform IVC when you place a new request on govolunteer so we can ensure your request gets into our other advertising/promotion methods. (Strathcona County organizations access govolunteer through IVC and Edmonton organizations access govolunteer through The Support Network.)

Govolunteer.ca access procedure

- The govolunteer.ca process will be available after you have been accepted as a registered organization.
- Organization will receive a password to access the organization administrative part of the govolunteer.ca site.
- Organization completes request process on govolunteer.ca.
- Organization lets IVC know via phone or email that a new request has been posted.
- Please retain a copy of the govolunteer.ca request form for your records.
- Requests will remain valid until the position expires or for 4 months. govolunteer.ca will notify you if the position is about to expire if you have included an email address.

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Volunteer Position Request Promotion Activities

We have a variety of methods in which we are able to assist in volunteer recruitment for your organization.

Listings: We have volunteer listings that all volunteer opportunities are put into. This listing is available in our office for community members that walk into our office. The volunteer positions listing is also made into a promotional document that is available at various public venues, businesses, churches and schools that request them for their bulletin boards and newsletters etc. Public venues may include the library, the shopping mall and the recreation centres.

Newspaper Advertising: Our local newspapers advertise a selection of our volunteer opportunities each week depending on space available.

GoVolunteer.ca: govolunteer.ca is an online searchable database and is an additional support for our residents and registered organizations. It is available in Edmonton and St Albert as well as Strathcona County. (IVC hosts Strathcona County organizations only. Edmonton organizations that are registered with IVC must access govolunteer.ca through The Support Network in Edmonton)

People in our communities may sit at home, work or wherever they have access to a computer and check out volunteer opportunities in your organizations online. They will also have the option of seeing basic information about your organization.

Registered organizations may be given their own passwords to access the extranet so that volunteer coordinators can keep their volunteer requests up to date from their own organizations.

We believe that govolunteer can be a powerful recruitment tool for our member organizations and their volunteer coordinators. Volunteer coordinators will be receiving more direct inquiries from potential volunteers that previously would have made contact through IVC.

Alternative Promotion: On occasion we utilize other methods to promote volunteer opportunities. This may include sending in public service announcements to radio or T.V. stations; accessing the various community bulletins in the larger newspapers and the smaller independent newspapers such as The Journal or See magazine.

Youth Volunteer Program: We have a Youth Volunteer Program at IVC. It promotes and celebrates youth volunteerism in the county. We have Youth Program Bulletin Boards in most Jr. and Sr. High schools in Strathcona County. We utilize these boards to promote youth volunteer opportunities.

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Canadian Code for Volunteer Involvement

Why a Code of Volunteer Involvement and Why Now?

The *Canadian Code for Volunteer Involvement* was developed by a task force of individuals from the voluntary sector including volunteer centre staff, managers of volunteer programs, and consultants. Preliminary versions of this document were also reviewed and tested by a number of individuals within the voluntary sector. Development of the *Canadian Code for Volunteer Involvement* was supported in part by the J.W. McConnell Family Foundation through the McGill-McConnell Program for National Voluntary Sector Leaders.

Developing and distributing a *Canadian Code for Volunteer Involvement* was an integral part of the IYV 2001 initiative. *The Canadian Code for Volunteer Involvement* is targeted to boards of directors of voluntary organizations to prompt discussion about the role volunteers play in their organization. IYV 2001 provides an important opportunity for all of us to reflect on volunteers and voluntary efforts.

The *Canadian Code for Volunteer Involvement* is designed to provide a framework for discussion. Some organizations may choose to adopt the Code as part of their philosophy or use the framework and implement certain sections, while others may develop their own Code.

Volunteer Canada is a national organization engaged in the promotion of volunteerism across Canada. A national leader, Volunteer Canada strives to ensure that volunteer efforts are promoted, recognized, supported and safeguarded. Volunteer Canada works in partnership with a network of over 100 volunteer centres across Canada.

Volunteer Canada encourages all voluntary organizations to use the *Canadian Code for Volunteer Involvement* to initiate discussion about the role and relevance of volunteer involvement within the organization. They have made available complete downloadable PDF files of the *Canadian Code for Volunteer Involvement* at their website. This file contains suggestions and ideas for making the Code relevant to your organization as well as going through each individual part of the Code.

To access more information or complete copies of the Canadian Code for Volunteer Involvement please contact the following organizations.

Volunteer Canada: www.volunteer.ca

Local Volunteer Centre: info@ivcstrathcona.org

Canadian Administrators of Volunteer Resources (CAVR): www.cavr.ca

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The Canadian Code for Volunteer Involvement

These standards have consolidated the standards published in the original Code (2000) and the standards adopted by CAVR (2002)

Overview: Elements of the Code

The Canadian Code for Volunteer Involvement consists of three important elements:

• **Values for Volunteer Involvement**

Core statement on the importance and value of volunteer involvement in voluntary organizations and Canadian society

• **Guiding Principles for Volunteer Involvement**

Principles that detail the exchange between voluntary organizations and volunteers.

• **Organizational Standards for Volunteer Involvement**

Standards that organizations should consider in developing or reviewing how volunteers are involved in their organizations.¹

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.

- It creates opportunities for voluntary organizations to accomplish its goals by engaging and involving volunteers, and it allows volunteers an opportunity to grow and

give back to the community in meaningful ways through voluntary organizations.

Guiding Principles for Volunteer Involvement

Volunteers have rights. 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 organization commits to providing a safe and supportive environment for volunteers.

Volunteers have responsibilities. 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.

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Organizational Standards for Volunteer Involvement

Standard 1: Mission-based Approach

The board of directors, leadership volunteers and staff acknowledge and support the vital role of volunteers in achieving the organization's purpose and mission.

Standard 2: Human Resources

Volunteers are welcomed and treated as valued and integral members of the organization's human resources team. The organization has a planned approach for volunteer involvement that includes linking volunteers to the achievement of the mission, providing the appropriate human and financial resources to support the volunteer program, and establishing policies for effective management.

Standard 3: Program Planning and Policies

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

Standard 4: Program Administration

The organization has a clearly designated individual with appropriate qualifications responsible for the volunteer program.

Standard 5: Volunteer Assignments

Volunteer assignments address the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the abilities, needs and backgrounds of the volunteer and the organization.

Standard 6: Recruitment

Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base.

Standard 7: Screening

A clearly communicated screening process is adopted and consistently applied by the organization.

Standard 8: Orientation and Training

Each volunteer is provided with an orientation to the organization, its policies and practices, including the rights and responsibilities of volunteers. Each volunteer receives training customized to the volunteer assignment and the individual needs of the volunteer.

Standard 9: Supervision

Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.

Standard 10: Recognition

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

Standard 11: Record Management

Standardized documentation and records management practices are followed and in line with relevant legislation.

Standard 12: Evaluation

The impact and contribution of volunteers and the volunteer program are continually evaluated to ensure the needs of the organization are being met in fulfilling its mandate.