

# Volunteer Information Package

# Join The Team



**My Sister's Place**  
A Safe Place for Women and their Children

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# Welcome



Dear Valued Volunteer,

Welcome! Thank you for taking the time to give back to My Sister's Place. We appreciate your commitment and look forward to working with you. Our goal going forward is to create a volunteer environment that allows our volunteers to work in areas that they excel in and that they love. We want you to shine in your role and succeed in having a meaningful volunteer experience. We pride ourselves on treating our volunteers with respect, valuing their contributions of time and energy, and most of all, appreciation of their commitment to our organization. It is a pleasure for us to have volunteers as part of our team. We go the extra mile to ensure your loyalty to our organization. Before we begin with the details, know that you are already appreciated just for taking the first step!

Within this Volunteer Information Package, you will find information regarding the Criminal Record Check, Confidentiality Agreement and Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training that you will need to complete before you can get started. We have also included our Volunteer Guidelines and a list of F.A.Q. Should you have any questions please feel free to contact Sheila, our Volunteer Coordinator at 705-435-9400 ext. 225 or [scormier@mysistersplace.ca](mailto:scormier@mysistersplace.ca)

Your commitment to volunteer with My Sister's Place is an important one, so please let us know if you have any special skills, talents, or ideas that you will be bringing to your role. Since social media is such a big part of sharing information, we would appreciate you showing your support through our social media outlet. Like us on Facebook [www.facebook.com/AllistonMySistersPlace](https://www.facebook.com/AllistonMySistersPlace), follow us on Instagram [mysistersalliston](https://www.instagram.com/mysistersalliston) and our YouTube videos <https://www.youtube.com/@MySistersPlaceAlliston>. Please take some time to Share, Like and Follow us for updates, upcoming events and to get our message out. You can also find a wealth of information on our website at [www.mysistersplace.ca](http://www.mysistersplace.ca)

We look forward to working with you, and we hope you enjoy your time with us at My Sister's Place. Remember, we are only as strong as our volunteers!

Kindest Regards,

Deborah Herrington, Executive Director

# Volunteer Guidelines

A volunteer is a member of the community who gives their time and skills to assist in the overall mission of My Sister's Place. Volunteers do not receive any monetary compensation for their efforts. We will provide volunteer hour documentation for students. You must be 16 years of age to volunteer at events, unless you are accompanied by an adult volunteer. You must be 18 years of age in any other role unless specified. We value our volunteers and believe that they are a crucial part of our team.

## **PAST RESIDENTS AS VOLUNTEERS**

Any past resident may become a volunteer after not receiving any of the many services offered by My Sister's Place for a period of at least two years.

## **FAMILY MEMBERS OF STAFF AS VOLUNTEERS**

Family members are permitted to volunteer for My Sister's Place in specific cases deemed appropriate by the Executive Director, such as in events, fundraising or public awareness opportunities. These individuals will not be placed under the direct supervision of the family member.

## **CONFLICTS OF INTEREST**

All volunteers need to disclose to the Volunteer Coordinator, any business, commercial or financial interest which may be construed as being in a potential conflict with their volunteer duties of the agency. Any volunteer who has a conflict of interest with any program activity of the agency, whether personally, professionally, philosophically, or financially may not participate as a volunteer for My Sister's Place.

## **CONFIDENTIALITY**

All personal information regarding the volunteer will be kept confidential.

## **REQUIRED DOCUMENTS AND TRAINING**

All volunteers and staff are required to submit a Criminal Record Check, complete the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training and sign a Confidentiality Agreement. If students seeking to complete volunteer hours, they must provide the Volunteer Coordinator with their "volunteer hour tracking record".

## **TIME COMMITMENT AND ATTENDANCE**

Volunteers are not bound by specific time requirements in order to volunteer. Volunteers are required to commit to complete their roles/jobs /tasks while they are scheduled for their volunteer shift and leave once, they have been cleared by their Volunteer Coordinator. Volunteers are asked to give 24 hours of notice if they are unable to attend their scheduled volunteer shift either by email or phone to their direct supervisor or to the Volunteer Coordinator. My Sister's Place would appreciate a year commitment from each volunteer, but it is not a requirement.

# F.A.Q.

## **Why do I need to fill out this application to Volunteer?**

Volunteering is a very important job, and we really appreciate people like you taking out time to give back to your community. In order for us to provide you with an amazing volunteer experience we require more information about you, your background and your interests.

## **What is the Confidentiality Agreement?**

The Confidentiality Agreement is a contract between you and My Sister's Place that states what is expected of you and our code of ethics in relation to sensitive information.

## **Why is it important?**

Confidentiality is essential in our roles as volunteers for My Sister's Place regardless of what position you have volunteered for. Volunteer positions with My Sister's Place are not within the shelter or working with the women that utilize our services, as we leave this up to trained professionals. However, that doesn't mean that we do not get information or come into contact with individuals who have used our services in the past or are using them currently. With that, we want to ensure that our volunteers honour our code of ethics in relation to confidentiality.

## **What is a Criminal Record Check?**

A Criminal Record Check is done through your local police department. They will check your police record to ensure there are no offences that would deem you ineligible to volunteer with My Sister's Place. Depending on the information received My Sister's Place will make the final decision as to whether or not you will be suitable for your volunteer position. For more information on the Criminal Record Check go to [opp.ca/recordchecks](http://opp.ca/recordchecks) website.

## **Why is it important to have?**

My Sister's Place has a wide variety of volunteer positions and we have elected to keep our records and regulations the same for volunteers as it is for our staff. We want to ensure a level of safety and transparency of people representing our organization.

# F.A.Q.

## **Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training?**

Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to ensure that all Ontarians have fair and equitable access to programs and services and to improve opportunities for persons with disabilities. All organizations have a responsibility to train their staff, volunteers, and third-party workers on the AODA.

## **Why is it important to be Trained?**

There is a significant population of persons with disabilities in Canada. We want to make sure that ALL persons are able to not only access our services but our information. Everyone that interacts with the public is trained in how to accommodate a person with a disability in order to maintain their dignity and independence. We believe that this is important to offer better service and be better citizens within the community. This component is also the law, and we are happy to abide by it.

## **What is the process after my application is submitted?**

- Once you have submitted your completed application, we will contact you to discuss your potential role with our organization.
- If you are 18 years of age or older, we will provide you with letter to have a Criminal Record Check.
- When we receive the Criminal Record Check, you will be provided with the information to do the online Accessibility for Ontarians with Disabilities Act, 2005 (AODA) Training.
- When both of the above documents are received, we will schedule a time to have the Confidentiality Agreement signed.

## **If I am a student volunteering for my community hours when will those be recorded?**

Once you have completed your hours for the day, regardless if you are coming back the next day, or perhaps the next week, each hour that you volunteer will be recorded by one of our staff at the end of the day.

## **What if there is a group of us that all want to volunteer, do we have to go through this same process?**

We welcome group volunteering as it is a great way to connect, build relationships and support the community. Many businesses are engaging in this practice with their employees to keep up morale. If you would like more information on this, please contact Sheila, our Volunteer Coordinator at 705 435-9400 ext. 225 or [scormier@mysistersplace.ca](mailto:scormier@mysistersplace.ca)