

Children's Aid Foundation of Canada Volunteer Policy

Created July 2018

Thank you for volunteering with the Children's Aid Foundation of Canada. With your support we are able to support Canada's most vulnerable children and youth.

About the Children's Aid Foundation of Canada and Stand Up For Kids

Children's Aid Foundation of Canada is our country's leading charity dedicated to improving the lives of children and youth growing up in the child welfare system. We raise and grant funds, and deliver a wide range of high-impact programs and services that support more than 24,000 vulnerable young people annually. Stand Up for Kids is our national campaign for child welfare, which aims to change the futures of Canada's most at-risk kids – those who have experienced abuse, neglect, and abandonment. We know that by helping these young people to overcome their trauma and break the cycle for future generations, they gain the strength and resilience to create a lifetime of their own unstoppable successes.

They depend on us. We depend on you. Join us and help Canada's most vulnerable kids break the cycle and define a vision for themselves of a successful future. Learn more at cafdn.org

1.0 Volunteering at the Children's Aid Foundation of Canada

Volunteering is a deeply rewarding way to give back to those who are most vulnerable in our communities. Since our inception in 1979, CAFC's volunteers have helped us provide support to young people involved with the child welfare system who struggle to understand their own self-worth and face numerous roadblocks to success due to the traumatic impact of abuse, neglect, and abandonment.

At the Children's Aid Foundation of Canada, we believe our volunteers have the biggest hearts. Year after year at our events, in the office, or anywhere in between, our incredible volunteer team is by our side working tirelessly to help raise critical dollars, execute exceptional events or support impactful programs for children and youth in need. Some have been with us for many years, and others have just come on board as enthusiastic new members. All are an inspiration.

1.1 Overall Policy on Utilization of Volunteers

The Children's Aid Foundation of Canada accepts and encourages volunteer involvement at all levels of the organization. All volunteers and staff are encouraged to assist in the creation of productive, meaningful roles in which volunteers might serve, as well as encourage the recruitment of future volunteers.

1.2 Definition of a Volunteer

The Children's Aid Foundation of Canada shall create specific volunteer position descriptions prior to screening volunteers. Unless specifically stated, a "volunteer" is an individual who performs their specified job description willingly without expecting compensation. Although CAFC does not recognize volunteers as employees, they understand and enforce the need to respect them as such. As a direct result of this, organizational rules and expectations apply to volunteers while volunteering with CAFC.

1.3 Rights of Volunteers

- To be valued and respected as part of the team
- To receive a volunteer assignment that engages your skills, interests and experience
- To receive a role description and agreed hours of contribution
- To receive guidance and training for your specific role
- To receive ongoing guidance, feedback, encouragement and recognition from staff

1.4 Responsibilities of Volunteers

- Approach your volunteer role with enthusiasm, honesty and an open mind
- Ask questions to ensure that you understand a role/task before accepting it
- Carry out your tasks efficiently and effectively and ask for help when you need it
- Participate in any training offered by the Children's Aid Foundation of Canada
- Respect confidentiality
- Provide positive or constructive feedback to staff and suggest improvements or changes for your role
- Notify CAFC staff as soon as possible if you are unable to fulfill a volunteer commitment

2.0 Volunteer Policies and Code of Conduct

Unless specifically stated, these policies apply to all volunteers within the Children's Aid Foundation of Canada.

2.1. Representing the Children's Aid Foundation of Canada

While volunteering with the Children's Aid Foundation of Canada, volunteers must take into consideration the magnitude of their actions and comments while working alongside outside personnel. Volunteers may not speak with the press unless previously authorized by CAFC. Volunteers are required to act as representatives of CAFC as indicated within the extent of their volunteer job descriptions.

2.2 Conflict of Interest

In some situations, the personal and/or business activities and interests of a volunteer may be perceived to be in conflict with those of CAFC. It is the volunteer's responsibility to identify and to report any possible or actual conflict of interest. If there is a concern that there may be a Conflict of Interest, the volunteer is asked to direct the concern to CAFC staff.

2.3 Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary and/or privileged information regarding staff, clients, suppliers, or other volunteers to which they are exposed to while serving as a volunteer.

2.4 Maintenance of Records

A system of records on each volunteer will be maintained and tracked, including dates of service, positions held, duties performed, evaluation of work, and awards received.

2.5 Use and Copyright of CAFC Materials

Using the Children's Aid Foundation of Canada's website for personal business promotion or other advertising is not permitted. CAFC reserves all rights and privileges to its logo, graphics, endorsement, and property, which cannot be used without consent of proper organizational authorities.

2.6 Use of Cameras/Video Recorders

Please respect the privacy of guests at all Children's Aid Foundation of Canada's (and associated) events if taking photos/videos of our events. Some guests may identify themselves as someone who does not want their image recorded and will wear an identifying item.

Joe Carter Classic

Photos/videos of and/or with the celebrities are strictly prohibited. Autograph requests are also prohibited. Volunteers must respect that the celebrities are guests.

Holiday Season Celebration

For the privacy and protection of the children in care who are attending this event, the uses of cameras/video recorders on the children are strictly prohibited. Volunteers are welcome to take photos of themselves and the event space.

2.7 Conflict Resolution / Dispute Regulation

If a conflict should arise among volunteers, the parties involved are expected to first communicate directly with one another in a respectful attempt to reach a mutual understanding. If a reasonable resolution cannot be reached, then a volunteer can first request mediation from CAFC staff and then if necessary, the Director of Community Development.

If a conflict involves guests and/or clients, the volunteer should respectively direct them to a CAFC staff member. Volunteers should report any complaints from guests and/or clients to CAFC staff immediately and discretely.

2.8 Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of CAFC or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Until the volunteer has had an opportunity to discuss the reasons for possible dismissal with CAFC staff, no volunteer termination will occur. Prior to the discussion of dismissal with a volunteer, CAFC staff are required to seek the consultation, assistance and approval of the Director of Community Development.

2.9. Reasons for Volunteer Dismissal

Possible grounds for dismissal may include, but are not limited to the following: gross misconduct or insubordination; being under the influence of alcohol or drugs; theft of property or misuse of organization equipment or materials or funds; abuse or mistreatment of community members; volunteers or co-workers; failure to abide by CAFC policies and procedures; failure to follow direction as instructed by CAFC staff; speaking to the press without prior express permission from CAFC; misrepresentation of CAFC to its community partners; failure to meet physical or mental standards of performance; taking photos/videos of children in care during events; taking photos/videos of celebrities and/or asking for autographs at golf tournaments; failure to satisfactorily perform assigned duties.

Immediate dismissal will only take place in the most serious of circumstances. CAFC staff and the Director of Community Development will advise the volunteer together.

3.0 Volunteer Management

3.1 Recruitment

Volunteer recruitment at CAFC focuses on three main strategies: 1) CAFC website and social media outlets; 2) corporate donors; 3) referral through company, CAFC staff, family, or friends.

General recruitment of volunteers will take place on an ongoing basis, while focused recruitment for positions with a specific project or program will take place as required. The Children's Aid Foundation of Canada will ensure that equity and access are reflected in the methods of recruiting. It is the intent of CAFC to place the volunteer in areas that align with their interest wherever possible.

Written volunteer position descriptions will be developed and forwarded to the selected volunteers.

3.2 Screening and Interview

Volunteers will be screened through an online application form to determine their experience, suitability and interest. Dependent on the position, volunteers may be interviewed for the role. Interviews will be conducted by phone or in person.

3.3 Orientation

All volunteers will receive a general orientation on the Children's Aid Foundation of Canada including topics such as our mission and vision, and foundation focus areas. Volunteers will also receive a specific orientation on the purposes and requirements of the volunteer position assigned.

3.4 Training

Volunteers will receive specific on-the-job training to provide them with the information necessary to perform their volunteer assignment. The timing and methods for delivery of such training will be deemed appropriate based on the complexity and demands of the position and capabilities of the volunteer.

3.5 Volunteer Feedback

The Children's Aid Foundation of Canada values volunteer contribution and would like to ensure volunteers are satisfied with their assigned roles. Informal feedback will be collected on an ongoing basis.

Volunteer feedback surveys will be administered after each event; information collected will be reviewed and incorporated into future planning and decision making processes. Volunteers are encouraged to speak with CAFC staff at any time if they have an issue or concern.

3.6 Recognition and Appreciation

All staff involved with volunteers are encouraged to undertake ongoing methods of recognition of volunteer service on a regular basis throughout the year. These methods of informal recognition should range from a simple “thank you” to incorporating volunteer feedback in the planning and decision-making processes, as well as publicly acknowledging volunteer efforts.

To highlight and reward the contribution of volunteers to the Children’s Aid Foundation of Canada, an annual volunteer appreciation night will take place annually during National Volunteer Week with light refreshments, fun activities including the Volunteer of Hope presentation.

If you have any questions or concerns about our volunteer policy, please contact Emily Evans at emilye@cafdn.org.