



I AM A  
VOLUNTEER

# SPECIAL EVENT VOLUNTEERS

**WELCOME ABOARD!**

All you need to know about being a Special Event Volunteer

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**Dear Volunteer,**

### Welcome to World Vision Canada

We thank you for choosing to commit to World Vision Canada (WVC) and volunteering to work with us toward building a better future for children, their families and communities around the world.

As an international Christian humanitarian relief and development organization, volunteer participation is a valued part of WVC's work and mission. Your participation helps us reach out to even more new or existing partners across Canada than would otherwise be possible.

We treasure the link that our sponsors and staff have with our history and we welcome newcomers to the family as we build the future. We look forward to growing together as we embark on our mission to help the most vulnerable in our world by raising the consciousness and participation of Canadians to provide practical help and hope to those most in need.


At WVC staff and volunteers are encouraged to think of volunteers as team members with all the organizational support, personal responsibilities and expectations that this implies. Phrases and attitudes such as "I am just a volunteer" or "He or she is just a volunteer" are strongly discouraged at WVC. We encourage teamwork between all staff and volunteers so that we can offer our donors the best experience possible.

Our volunteers contribute their unique talents, skills and knowledge to provide support to the fundraising and donor service objectives of WVC. In turn WVC will continue to develop and provide support for our volunteers to ensure their continued involvement.

This manual is intended to help answer the many questions you may have about the daily ins and outs of our organization. It is by no means an exhaustive, but rather a guide to our current operating policies that relate to the volunteer work that you do for WVC. We encourage you to rely on your Regional Volunteer Coordinator to help fill in any blanks.

Should you have any additional questions, please discuss them with your Volunteer Coordinator.

Thank you and God bless you for caring,



**Dave Toyce**

President and CEO World Vision Canada





## A. Objectives of the Volunteer Engagement Team at WVC

- to facilitate World Vision Canada's work within Canada through volunteers.
- to raise public awareness of human need and encourage Canadians to respond by giving of their time, skills or funds.
- to promote and facilitate true partnership between WVC and its volunteers.
- to provide opportunities which enable volunteers to contribute to the mission of WVC.
- to match the objectives of WVC with the skills and experiences of its volunteers.
- to build leadership within volunteers in the program.
- to initiate new areas of volunteer work and involvement.
- to be partners in the enhancement of marketing and advocacy program effectiveness.
- to be a cost effective part of the World Vision human resources.

## B. Principles of Volunteering

- to display commitment and reliability.
- to benefit volunteers, World Vision Canada, Canadian and overseas communities.
- to understand that volunteering is not a pre-condition of paid employment, nor does it provide automatic access or privilege to paid employment within WVC.
- to participate in activities and perform tasks that match availability, interests, skills and experience of volunteers.

## C. World Vision Canada's Commitment to Partnership with Volunteers

Volunteers are valued by WVC. In recognizing the essential role of volunteers within WV, we acknowledge that WVC and its volunteers work as a team. The Volunteer Program is committed to fostering a sense of unity between WVC volunteers and other WVC departments. The WVC Special Event Volunteer Program, together with WVC Departments will:

- match volunteers' interests, skills, experience and availability to assignments;
- provide volunteers with the appropriate training, direction and equipment to perform assignments;
- work to make all WVC volunteers feel valued;
- work to maintain an environment where all volunteers are treated with respect and appreciation;
- help volunteers benefit from volunteering;
- build upon volunteers' knowledge of World Vision's mission, philosophy, programs and structure;
- provide volunteers with mechanisms that will allow them to have a voice and address grievances if needed.

## D. Volunteer Rights

### Volunteers have the right to:

- have confidential and personal information dealt with in accordance with the Personal Information Protection and Electronic Documents Act or equivalent provincial legislation, if any;
- be provided with orientation to the organization;
- have their skills matched appropriately to tasks;
- be provided with sufficient training to carry out assigned tasks;
- work in a healthy and safe environment;
- be given accurate and truthful information about the organization for which they are working;
- have access to WVC's relevant policies and procedures;
- have access to a grievance procedure.

## E. Volunteer Responsibilities

### When a person joins the Volunteer Program, he or she agrees to:

- make a commitment to World Vision Canada, its volunteer program, and to establish a good working relationship with their Regional Volunteer Coordinator;
- represent WVC in a manner consistent with WVC Core Values;
- educate him/herself about World Vision's work in order to effectively promote the benefits of WVC's work both at home and abroad;
- give his/her best and be reliable, knowledgeable, passionate, accountable and responsible;
- be an active team member by contributing to and supporting the team's work, including but not limited to:
  - being on time for assignments;
  - working in a manner that shows consideration for the safety and well-being of others;
  - sharing ideas with, and listening respectfully to the ideas of others.
- comply with all WVC Codes of Conduct, Policies and Procedures when carrying out their assignments.



## F. Emergency Procedures

While we do not expect any emergencies at events, we want you to be prepared. When at a venue, please be aware of the Emergency Exits, and defibrillators on site. Should you be involved in a serious emergency while at an event, please call 911.

Please contact the Tour Representative (Tour Rep) on site to advise of any emergency situation, he/she can also call 911 if not already done so.

### Emergency Contact

If you are involved in an emergency, the Tour Rep will call your emergency contact on file. Thus, it is important to ensure this information is up-to-date.

### Building Evacuation

In the event of a building evacuation volunteers must call their Tour Rep to “check-in.”

If you are unable to reach your assigned Tour Rep please call your Regional Volunteer Coordinator.

## G. Special Event Volunteer Description

**Special Event Volunteer positions include, but are not limited to the following tasks:**

- creating awareness and promoting the Child Sponsorship Program;
- setting-up / tearing down of the Child Sponsorship table;
- signing up new sponsorships using either a paper form or using an electronic data capture device (EDC);
- answering existing sponsor questions, and;
- ability to volunteer evenings and weekends.



## VOLUNTEER ENGAGEMENT TERMS

### 1. Onboarding Volunteers

WVC screens volunteers through its interview process to ensure that our volunteers understand our mission and are suited to the service they undertake on behalf of WVC. It is for that reason that such service is at the sole discretion of WVC and that WVC may at any time, or for whatever reason terminate the volunteer's relationship with WVC.

A volunteer must acknowledge, read, and agree to be bound by all of WVC's Policies and Procedures. The Acknowledgement, Agreement and Consent form is available electronically at <https://www.surveymonkey.com/s/WVCSpecialEventVolunteer>. Please complete the online form prior to your first assignment as a WVC volunteer. Policies that have the most impact on volunteer activities are included in this manual. However, other equally important WVC policies and procedures are at <http://www.worldvision.ca/fullvolunteerpolicies>. A volunteer must be officially accepted and enrolled by WVC prior to performance of his/her volunteer services.

### 2. Personal Information

A volunteer file will be created and maintained for every volunteer. All information retained in the files will be treated confidentially in accordance with WVC's Privacy Policy.

Only information relevant to volunteering will be obtained from all volunteers; such as, application, résumé, if any, record of interview(s), training, current position, references, performance reviews, written warnings and progressive disciplinary action, emergency contact information and other volunteer-related material.

### 3. Minimum Age

Volunteers must be at least 16 years of age prior to their first volunteer assignment and must provide evidence, satisfactory to WVC, of his or her birthdate if requested.

Volunteers under the age of 18 are required to have parent/guardian sign-off on the Acknowledgement, Agreement and Consent form.

Children between the ages of 12-15 years are permitted to volunteer under direct supervision of their parent/guardian. There are limited duties that children are permitted to perform.



#### 4. Reference Checks

A volunteer must provide a minimum of 2 references that must be checked prior to his/her first volunteer assignment. References must not be family members and must be residents of Canada or the USA.

References will be checked by the Volunteer Engagement unit. If references are unsatisfactory the volunteer will be notified and additional references may be required.

#### 5. Orientation and Training

Volunteers must participate in orientation and training sessions prior to their first assignment and subsequent assignments as directed by their Regional Volunteer Coordinator. Volunteers will also be required to participate in onsite training provided through the Tour Rep on-site.

#### 6. Evaluation

Volunteers will be evaluated after each volunteer assignment.

Regular appraisals are important as they provide volunteers and the Volunteer Engagement unit with information and feedback to assist with compiling performance history, volunteer growth and development, reference letters, and complaints handling.

Tour Reps provide feedback on volunteers after each assignment. These comments are logged into the Volunteer Profile of the volunteer. Volunteers provide feedback via surveys or questionnaires.

#### 7. References for Volunteers

Volunteers are welcome to request a reference which will simply state the period of volunteer work, approximate hours recorded, events attended and work achieved.

If a volunteer is terminated for inappropriate behaviour we will be unable to provide a reference.

Requests for reference letters should be directed to the volunteer's Regional Volunteer Coordinator. A copy of any letter sent to the volunteer will be attached to the volunteer's file for future reference.





## 8. Recognition

Volunteer contribution is measured by the work achieved and dollars saved. This is invaluable to World Vision therefore we make every effort to recognize the contribution the volunteer makes.

### **Service and Accomplishment**

Supervisors of volunteers will provide appropriate tangible recognition for volunteer service and accomplishments.

### **Resignation or Completion of Services**

When a volunteer resigns the Regional Volunteer Coordinator may decide that it is appropriate to recognize the volunteer's services.

### **National Volunteer Week and International Volunteer Day**

During National Volunteer Week in April and International Volunteer Day in December, volunteers are recognized through special thank you events, online, and may receive appropriate recognition through thank you cards, plaques, certificates, books, or other small tokens.

## 9. Absence

Volunteers are expected to be punctual and reliable as this is a direct factor for event success. If unable to attend an assignment, the volunteer should inform the Regional Volunteer Coordinator at least 48 hours prior to the commencement of the assignment.

Should an emergency occur the day of the shift, volunteers must inform the Tour Rep and the Regional Volunteer of any impending absence or tardiness.

Upon first incident of a 'no show', the volunteer will be contacted via email and reminded to cancel in advance. Upon second incident of a consecutive 'no show', the volunteer will be called to discuss the importance of reliability and cancelling in advance. Upon third incident, the volunteer will be called and discussion will revolve around whether this volunteer program is working for him/her. Upon the fourth incident, volunteers will be asked to terminate their services.

## 10. Resignation

Volunteers must notify the Volunteer Engagement unit of their intention to resign at the earliest opportunity, advising of the departure date.

Any WVC property must be returned on or before a volunteer's departure date. Volunteers will be given an opportunity to offer feedback and to discuss their volunteer experience with WVC.

The Regional Volunteer Coordinator will contact volunteers for an exit interview. An exit interview form will be forwarded to the volunteer prior to their departure.

## 11. Termination

Any volunteer who:

- is found to be in breach WVC Policies, which include but are not limited to Code of Conduct, Child Safe Organization, Workplace Violence and Harassment, Payment Card Industry, Health and Safety, Privacy and Fundraising;
  - comes to work as a volunteer under the influence of drugs or alcohol, or;
  - is convicted of a crime under the Criminal Code of Canada or of an equivalent crime in another country;
- shall be terminated as a volunteer immediately, and required to leave the assignment or WVC premises.

In the case of being found in apparent commission of a criminal act, the police shall be called and the incident reported. Under certain circumstances, the volunteer may be placed in a secure area to await the arrival of the police.

## 12. Policy Sign-off

Sign-off of World Vision Policy, Guidelines and Protocols are required on yearly basis to ensure all World Vision Volunteers clearly understand their roles and responsibilities. This also keeps World Vision in good standing with external regulatory bodies such as Imagine Canada and the Payment Card Industry Data Security Standards.



## POLICIES, PROCEDURES AND EXPECTATIONS

In alignment with World Vision Canada's (WVC) 'Core Values' and in keeping with the guiding principles for Christian living, biblical stewardship, responsibility to support and protect WVC employees and representatives, and the ongoing desire for organizational excellence, the Senior Leadership Team has approved several operating policies.

These operating policies are essential to ensure that we all understand our responsibilities in creating a healthy, safe, equitable and effective organization. Therefore we expect that all our employees and volunteers will not only familiarize themselves with these policies but follow them in practice and in spirit. Below we provide an outline of the policies and procedures most likely to impact your volunteer work. However, it is important that you read, understand and follow all WVC policies.

### Code Of Conduct

The purpose of this policy is to guide WVC 'personnel' and visiting personnel from other WV offices, as it relates to their duties associated with WV, in how best to conduct themselves in a manner that positively benefits WV and respects the needs of others.

Personnel in positions of management/leadership are entrusted by the organization with a greater responsibility regarding authority, visibility and accountability. When applicable, Managers are to invoke the Child Protection Policy and reporting mechanism and immediately inform and consult with People and Culture, and the applicable Vice President if a potential breach of this policy has occurred and corrective action is required.

#### **WVC is committed to:**

1. 'Conduct' as an organization and by its personnel that is ethical, legal and consistent with its values and mission.
2. Opposing any act of wrongdoing, corruption, bribery or other financial impropriety, or illegal acts in any of its activities by the organization or any of its personnel.
3. Taking prompt, firm, and corrective action, whenever and wherever wrongdoing, corruption, financial impropriety, or any illegal act of any kind is found.
4. Having all personnel conducting themselves in a manner that reflects honesty and integrity, and that maintains the effectiveness, values and mission of the organization.
5. Ensuring these standards of conduct are maintained despite possible prevailing contrary practices elsewhere.

## Anti-Terrorism

### Purpose

To ensure that WVC, its directors, employees, volunteers and others who work with WVC are compliant with Canadian and international law in carrying out its mission and to protect WVC, its operations, programs and partners from those who may want use WVC as a cover for illegal activities and/or would seek to divert the gifts entrusted to WVC to support terrorist activities.

In the event a WVC Person becomes aware that an individual or organization with which WVC has a relationship is a Listed Entity or is involved in activities that include violence or are illegal or unethical, then that person shall immediately inform the General Counsel and provide to her/him any information the WVC Person has pertaining to the individual or organization.

## Anti-Corruption

WVC is a Christian humanitarian relief, development, and advocacy organization and is opposed to Corruption or the use of corrupt practices in the carrying out of its activities. There are no circumstances in which diversion of resources or misuse of power can be tolerated. Corruption also poses legal risks for the organization and for the individuals involved. WVC must act, and be seen to act, in a way that is honest and transparent. Even the suggestion that WVC may be linked to corruption can be damaging to the organization's reputation - undermining the morale of staff and the trust and support of beneficiaries, donors, partners and the wider public.

Any and all suspected incidents of Corruption, or solicitations of WVC Persons to participate in Corrupt Activities must be reported immediately to the Director of Risk Management, the Chief Financial Officer or the General Counsel, who will then inform the Executive Vice President. All allegations of Corruption will be thoroughly investigated with the relevant business unit(s), the action(s) deemed appropriate.

In the event a WVC Person becomes aware that an individual or organization with which WVC has a relationship is listed as an individual or entity on any official Government of Canada website or similar list published by the United Nations as a terrorist, terrorist organization, criminal organization or member thereof, or is involved in activities that are illegal or unethical, then that person shall immediately inform the General Counsel and provide her/him any information pertaining to the entity that may be available.

## Workplace Violence and Harassment

WVC is committed to providing a professional, safe, and healthy work environment which is free from violence and harassment, and is also committed to being in compliance with all legal and regulatory guidelines with respect to Workplace Violence and Harassment.

All complaints of violence or harassment will be investigated and if substantiated, the offender, regardless of seniority or position, will be subject to appropriate disciplinary action up to and including termination.

Acts of retaliation against someone who makes a complaint or aids in the investigation of a complaint, will not be tolerated.



## Conflict Resolution

World Vision Canada is committed to providing a workplace free of conflict, where employees are treated with fairness, dignity and respect, where employees, representatives and volunteers are encouraged to exercise self-discipline at all times in their conduct and performance.

This policy provides volunteers with an outlet to raise concerns regarding any conflict in the workplace or dissatisfaction with respect to issues related to their employment, in an open and fair manner, with provisions to ensure their prompt and reasonable resolution. Under no circumstance should any volunteer fear discrimination or retaliation in the workplace as a result of the filing of a complaint. Repeated, willful or inexcusable breaches of policies, standard operating procedures, code of conduct and ethics shall be dealt with in accordance with the provisions of this Policy and related Procedures.

Depending on the severity of the concern and the number of past occurrences, disciplinary action may call for informal counseling, verbal warning, written warning, suspension with or without pay, or termination.

## Child Safe Organization

In support of World Vision's International Guidelines for the Protection of Children, our endorsement of the UN Convention on the Rights of the Child and its Optional Protocols and our Christian identity, WVC affirms our commitment to being a Child Safe Organization (CSO). As such, WVC is committed to creating and maintaining an environment where children are protected by instituting measures to prevent and respond to abuse, neglect, exploitation and all other forms of violence against children.

WVC will take all steps possible to avoid putting children at risk of harm and will take steps to minimize and mitigate any child protection-related risks, such as maintaining current and up to date standards in accordance with international standards and Canadian laws.

All WVC board members, employees, representatives, and volunteers as well as those who may come into direct contact with children as a result of their employment, volunteer activities or through a WV office or program will be asked to periodically review the Child Safe Organization Operating Policy and relevant standards as well as to provide the 'necessary searches' on suitability for working with children. The requirement and frequency of the searches are set out in the Child Protection Standards, and the individual searches will be maintained in a secure environment and controlled by the People and Culture department.

Any individual who does not have the necessary and satisfactory searches on file:

- will not be allowed to continue working with children;
- will not be allowed to work in an environment where children are generally present;
- will be prevented from travelling to a location for the express purpose of working with children or visiting sites where children are located.



## Conflict of Interest

WVC understands that as employees of a Christian organization we have a responsibility to carry out our duties in an ethical and morale manner. Any appearance of impropriety can be damaging to our ministry and the reputation of the organization.

All employees, representatives, and volunteers are to avoid conflicts, actual or perceived, between interest of the organization and our own personal financial interests.

## Health And Safety

WVC is required to comply with the Occupational Health and Safety Act (or related act) for each province in which there is a WVC office. As such, WVC is committed to providing and maintaining a safe and healthy work environment that meets or exceeds all applicable regulatory requirements (in Ontario we will meet or exceed the standards set forth by the Occupational Health and Safety Act of Ontario), and to ensure that optimum safety, performance, health, and best practices are implemented and followed.

## Privacy

World Vision Canada is committed to protecting the privacy of its donors, supporters, employees and other stakeholders. We value the trust of those we deal with, and of the public, and recognize that maintaining this trust requires that we be transparent and accountable in how we treat the personal information that you choose to share with us.

## Fundraising

All fundraising activities carried out by WVC will be conducted in an ethical manner, consistent with the Code of Conduct, Core Values and Mission Statement of WVC, as well as in accordance with any and all legal, regulatory, governing and oversight bodies, such as the Canada Revenue Agency, Imagine Canada, etc.

All fundraising solicitations, by or on behalf of our organization, will disclose our full legal name, be truthful, and will accurately describe the intent and purposes for which funds are being requested and how they will be used.

WVC desires to respect the wishes and privacy of all donors and potential donors. Any and all information obtained as a result of fundraising efforts will be obtained and stored in accordance with WVC Privacy and Record Retention Policies as well as the donor themselves. WVC will not publish donor names or amounts without the express permission of the donor.

## Payment Card Industry Compliance

To ensure that processes, documentation, transmission and storage of payment card information is in compliance with Payment Card Industry (PCI) Standards. Payment card data is considered critical/sensitive data and must be handled and stored in a highly secure environment, whether within WVC, with vendors/contractors/business partners, or any other person or organization.

## ACKNOWLEDGEMENT, AGREEMENT AND CONSENT

Please go to <https://www.surveymonkey.com/s/WVCSpecialEventVolunteer> to sign off on these mandatory policies.

Thank you for your commitment to help us provide real and lasting change to some of the world's neediest children.