VOLUNTEER ORIENTATION MANUAL

PARYA TRILLIUM FOUNDATION
344 John St.
Markham ON L3T 5W6

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WELCOME LETTER

Dear Volunteer,

Thank you very much for choosing Parya Trillium Foundation (PTF) for volunteering. PTF is very pleased to welcome you to the team of volunteers. We believe that our volunteers play a vital role in building our community and achieving our goals as a strong community-based organization in York Region.

In the past, volunteers played a very vibrant role in many programs of Parya, including newcomer settlement and administrations. We are positive, you will find your particular job description to be fulfilling and your volunteer experience with us a rewarding one.

The orientation manual includes details about PTF and the roles and responsibilities of our volunteers. Should you have any question, please feel free to contact the Administration Manager at admin@parya.org or (905) 764-0202 ext. 108. Once again welcome and thank you!

Sincerely,

Management
Parya Trillium Foundation

ABOUT PARYA TRILLIUM FOUNDATION

Our Mission

To provide a safe and welcoming space to meet the social and cultural needs of the Iranian-Canadian community with a special focus on providing programs and services to newcomers, youth, and seniors. We aim to strengthen the capacity of the Farsi-Speaking community through education, social integration, community development and newcomer services.

Our Vision

PTF envision an active and inclusive community where all Iranian-Canadians, especially seniors participate fully in opportunities for their well-being.

Parya's goal is to provide services to all age group in the community as a whole, who needs opportunities to engage and integrate with social-cultural, immigration and settlements, youth leadership development, home support services, and education and recreation services.

Hours of Operation

Parya operates Monday to Friday from 9:00 am to 5:00 pm (except public holidays), and we are also open on Saturdays from 10:00 am to 2:00 pm. Parya has host events on the weekends and evenings. If it is an after hour queries, please leave us a message at Tel. (905) 764-0202 ext. 108, or fax us at: (905) 764-3775, or email us at admin@parya.org.

GOVERNANCE

Accessibility

PTF is committed to diversity and social inclusion and to meeting its obligation under Ontario Accessibility for Ontarians with Disabilities Act, 2005 (AODA), by providing accessible environments that respect the rights of every individual.

Ethics and Code of Conduct

Unethical behaviours are not tolerated inside and outside of Parya Trillium Foundation at any time. The PTF expects that all volunteer will responsibly perform and complete their tasks and assignments. Also, all volunteers must conduct themselves in accordance with the highest standards of professional behaviour and treat each other, staff, and clients with dignity and respect.

Confidentiality and Privacy

Parya Trillium Foundation maintains strict standards regarding privacy and confidentiality of clients & volunteers information. A breach of confidential information would be considered unethical in all cases.

Conflict of Interest

The reputation of Parya Trillium Foundation must be protected at all times. Volunteers should not act in a manner that creates an actual or reasonable suspicion of a conflict of interest with the organization. The determination of the existence of any such conflict will be in the discretion of Parya Trillium Foundation, acting reasonably.

Human Rights

Parya Trillium Foundation recognizes the dignity and worth of every individual and seeks to create a climate of understanding and mutual respect within workplace and programs. Any form of discrimination and harassment will not be tolerated and should be reported.

VOLUNTEER GUIDING PRINCIPLES

Statements of PTF 's Commitment to Volunteerism

Volunteer Canada's Canadian Code for Volunteer Involvement (the code) provides a framework for not for profit organization, as it stated Values, Guiding Principles, and Standards of Practice of volunteering. Parya Trillium Foundation chooses to adopt the code for its values and beliefs around volunteerism. For more info about Volunteer Canada's Codes for volunteer: https://volunteer.ca/ccvi

Canadian Code of Volunteer Involvement

Following is a summary of elements of the Canadian Code for Volunteer Involvement.

I. Values for Volunteer Involvement

    i.   Volunteer involvement is vital to a caring and democratic society

    ii.   Volunteer involvement strengthens the communities; it promotes community engagement, builds connections.

    iii.   Volunteer involvement mutually benefits both the volunteers and the organization

    iv.   Volunteering is based on building relationships; a volunteer is expected to act with integrity and respect and responsiveness to other to whom they interact.

II. Guiding Principles for Volunteer Involvement

    a. **Volunteer have rights:** Parya Trillium Foundation recognizes that volunteers are a vital human resource and commit to the necessary support to facilitate volunteer engagement.

    b. **Volunteers have responsibilities:** Volunteers make a commitment and are accountable to the organization.

III. Organization Standards for Volunteer Involvement

Standard 1: The board of directors and staff acknowledge and support the vital role of volunteers in achieving the organizations' purpose and mission.

Standard 2: The volunteers are welcomed and treated as an integral part of the human resource team.

Standard 3: The programs are planned and adopted in a way that supports the engagement of the volunteers.

Standard 4: 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 5: A clearly communicated screening process is adopted and consistently applied by the organization.

Standard 6: Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.

Standard 7: Standardize documentation and records management practices are followed and in line with relevant legislation.

Standard 8: The contributions of the volunteers are consistently acknowledged with formal and informal methods of recognition.

The PTF Volunteer and Staff Relationships

Staff and volunteers come together at Parya Trillium Foundation to achieve the mission, vision and objectives of the organization. We value the experience and insights of both staff and volunteers and encourage feedback about our organization, process and programs. Such feedback can be passed in writing to the Manager.

Volunteer Code of Conduct

Volunteers are expected in a manner that is consistent with the PTF mission, vision, and goals. PTF does not tolerate misconduct. Some examples of misconduct include, but are not limited to:

- Discriminatory behaviour, harassment, and bullying
- Abuse or aggressive behaviour
- Theft of or willful damage to PTF property or the property of others
- Abusive or profane language to staff, clients, other volunteers
- Fighting or threatening to harm another person
- Any form of dishonesty
- Possession of banned substances

Volunteers will portray a positive role model by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteer Rights

- To get an orientation to the organization and training for the volunteer role
- To get guidance and support in volunteer role
- To be reimbursed for all volunteer work related public transit expenses for PTF
- To know the organizational policy or protocol for delivering services to clients

- To know about PTF's programs, services, people through frequent communications
- To receive respect from PTF's staff
- To be recognized in the form of simple day to day expression of appreciation

Volunteer Responsibilities

- To understand the PTF mission, vision and future goals
- To speak up, ask question, and share ideas
- To keep the organizational information confidential
- To be punctual for the duty or shift
- To be reliable and responsible for the assigned task, behaviour, and the commitment
- To comply with organizational policy and procedures
- To represent the organization during volunteer duty and share PTF contacts while in the community as a volunteer
- To complete the volunteer duties as assigned and directed

RECRUITMENT AND SELECTION

Parya welcomes and encourages all members of its community to consider volunteering for the PTF. As a not for profit organization, Parya depends on the support of adequately screened and trained volunteers to deliver the programs and services.

Parya follows a thorough recruitment and selection process for all volunteer to ensure that the program needs are met, volunteers experience and needs for hours are met, and the legal and ethical responsibilities are understood and carried out.

Age

To volunteer with Parya minimum age must be 14. Any child below 14 years of age needs to be accompanied by a parent volunteer.

Volunteer Application

The volunteer application form is available online: (http://www.parya.org/en/support-us/become-a-volunteer) or can be picked up from Parya office. Completed and signed volunteer application form can be submitted via email or dropped-off in person at Parya office during the business hours. It is vital to Parya to know about the interests, skills, knowledge, and availability of the volunteer before recruiting for any programs. Any mispresenting, falsification, or information omission may result in the exclusion of the individual from further consideration for volunteering.

Interview and Skill Checking

A formal interview with the Manager provides an opportunity to learn more about the interests, skills, and talents of the individual. It is also important to fit a volunteer with the opportunity that suits his/her requirements and skills.

VOLUNTEER ORIENTATION AND TRAINING

Orientation

A general orientation will be provided by the Manager upon accepting the offer of a position on the first day of the volunteer work.

Long-term volunteers of Parya need to certify in *Accessibility for Ontarians and Human Rights*. A volunteer who has been certified already from his/her school or another agency can present a copy to the Manager, if he/she has evidence to demonstrate successful completion within past two years.

Job Specific Orientation

An orientation specific to the event, programs, and tasks will be completed by the organizing staff or the supervising staff. This includes the show-up time, date and time of the event, specific roles of the volunteer on the event day & etc.

TYPES OF VOLUNTEERS

Outreach Volunteer

An outreach volunteer is an individual who creates awareness regarding Parya's programs, events, and services in the community and the neighbourhood as a whole.

An outreach volunteer further increases the impacts of Parya in the community and helps support programs & to extend its activities and services to the community.

Grant Writer

The grant writer volunteer supports the growth of the organization and expansion of programs. Reporting to the President, the grant writer is responsible for conducting the full range of activities required to search, research, prepare, submit, and manage grant proposals to the foundations and government funders.

Computer Class Assistant

A computer class assistant is an individual who creates flyers, registers participants, contacts participants, assists the instructor inside the classroom, and assists in the translation of material in various languages.

Event Assistant

An event assistant supports running the event successfully from organizing to wrapping up. The responsibility of an event assistant will be promoting and selling tickets, contacting and registering participants, greeting participants, taking attendance record, setting-up table, lining-up participant-tracking time, keeping track of participants' arrival and quick start of the event if needed, keeping track scores, serving food, and cleaning up the venue.

Program Assistant

A program assistant is an individual who is responsible for maintaining coordination among various programs, also helping to recruit new volunteers, training, and connecting them to different programs and services. Based on the program need, a program assistant might be needed to develop flyers, make calls, and distribute evaluation forms.

Driver

The driver is an individual who drives seniors and ill community members to and from their appointments. A driver provides a ride to the newcomers for furniture pick-ups and drop-offs.

Home Visitor

A home visitor is an individual who makes social visits to isolated community members either in their homes or the hospitals with prior permission from PTF.

Caregiver

A caregiver volunteer is an individual who does groceries and shopping for seniors, goes to seniors homes to help with clean-up, books appointment, makes call for Wheel Trans/Mobility Plus, and telecommunication company (Bell, Rogers etc.), and takes seniors for a walk.

VOLUNTEER HEALTH AND SAFETY

Parya Trillium Foundation is responsible and dedicated to provide a healthy and safe environment in compliance with legislative requirements for its volunteers and students. Volunteers are responsible for participating and maintaining a safe workplace. The following are some areas where volunteers are required to comply with PTF:

Physical Threats

In the case of an intruder or physical threat, alert co-worker or staff member immediately.

Harassment

All volunteers have the right to a safe workplace environment. Harassment or bullying of any kind will not be tolerated at the Centre. Inappropriate behaviour in the Centre includes: if a volunteer feels he/she is being harassed or bullied, or witness harassment or bullying the volunteer must immediately report that to the Manager. Communication is always the first step in responding to volunteer concerns.

Fire

In the case of a fire emergency, the fire alarm system is activated, all volunteers are required to evacuate the building by the following procedures below:

⚠ All volunteers should exit the building by way of the nearest exit.

⚠ Once outside of the building gather in the parking lot, away from the drive way and building. The Manager will do the headcount and give further instructions.

VOLUNTEER RELATIONS

Availability and Hours

Volunteers require prior notice if not showing up for any planned program or scheduled shift. Volunteers are expected to attend the full duration of a volunteer placement. As a general rule, all volunteers are expected to arrive 10 minutes early to the shift time.

Parya values its volunteer's time and energy, therefore, managing attendance is very important to us. From Monday to Friday, for every hour between 9 am to 4 pm the volunteer gets an hour to hour time of work. However, Monday to Friday after 4 pm and on the weekends, the volunteer gets double time for an hour of work.

Tracking Volunteer Hours

Volunteers require tracking their hours; every time volunteers come in the Centre they need to sign in and out the attendance sheet. A volunteer who is not working onsite must track and submit the attendance sheet via email or as directed by the Manager.

Rest and Breaks

Depending on the volunteer shift length, every volunteer may be scheduled for a break. Volunteers are requested to make sure that breaks are taken appropriately. As a general rule, 30 mins break provided for every five (5) hours of continuous volunteering. Food and beverages are allowed only in designated areas.

Leaving Volunteer Program

If a volunteer decides to discontinue volunteering, the volunteer must provide the Manager with a minimum of two weeks' notice. If the departure is within 48 hours of a volunteer shift, please call immediately and speak to the Manager.

Volunteer Dismissal: dismissal of a volunteer includes but not limited to a situation wherein the volunteer is unable to:

- Uphold the condition of the position;
- Is consistently late;

- Is unable to attend scheduled shifts;
- Unsatisfactory performance; or
- Is in violation of Volunteer Code of Conduct.

Volunteer Records

Parya administration maintains a personal file on each volunteer. Copies of all performance related documentation will be retained on file with the administration. To keep volunteer's record, the current volunteer must notify Parya of any changes to name, address, phone number, email address, or emergency contact number.

Reporting Accidents and Incidents

In all cases, Parya will provide all volunteers with a safe and respectful environment, realizing that satisfied and fulfilled volunteers make the best community ambassadors for Parya Trillium Foundation. A general guideline for PTF incident and complaint reporting is as follows:

- Immediately make the person aware that his/her actions are unwelcome and ask them to stop
- Report the incident to the Manager by completing complain form
- Keep a record of the incidents, including dates, time & witnesses and detail of incident happening: what, why, where, when, who & how?
- Manager will investigate immediately upon receiving a report
- Interview complainant and the individual
- Advise complainant and individual of the result of the investigation
- Manager will undertake resolution procedures, which might involve conflict resolution, mediation or disciplinary action against the individual
- All documents will be kept with the Manager

Travel and Reimbursement

Parya provides York Region Transit (YRT) tickets to its volunteers for their commuting to & from Parya. Any volunteer who is taking client(s) to hospitals or any appointments, the clients of Parya requesting for assistance should cover the cost of

car parking. Should a volunteer use his/her personal vehicle, there will be no reimbursements for gas and mileage.

Use of Personal Vehicles

Parya does not expect a volunteer (except driver volunteers) to transport clients, employees or other volunteers using his/her personal vehicles. Should any volunteer decide to do so; he/she is doing it at his/her own risk and should ensure he/she has appropriate insurance coverage.

Volunteer Supervision

Parya management believes in a supervisory relationship with the volunteer to ensure the transparency and accountability of both parties.

- Volunteer should maintain regular communication with the staff and the Manager via email, phone, or in person
- Volunteer working remotely should update his/her work and attendance via email
- Volunteer working in the community must take prior approval from the Manager before attending any activity, e.g. outreach work, home visits, pick-up and drop-off etc.
- Volunteer shall receive direction, feedback and evaluation on his/her services at the completion of the task or the end of each volunteer term
- Volunteer should receive a copy of his/her evaluation

Volunteer Recognition

Parya Trillium Foundation appreciates its volunteer's time, energy, experience, and contribution to the community development. PTF recognizes and shows appreciation for its volunteers. Also, PTF provides a certificate of appreciation to the volunteers, if the volunteer requires it.

VOLUNTEER COMMUNICATION

Parya believes that effective communication with a volunteer is obvious for Parya's success. Excellent communication keeps the volunteer more engaged and energized

at the workplace; it also eliminates misunderstanding and enables sharing of vital information.

Parya uses number of methods and tools to communicate with volunteers:

Email:

Parya considers communication through email as the best and effective way to reach out to its volunteers. Parya maintains email communication to keep its volunteer updated about the task and to be in touch for continuous updates.

Team Meetings

Parya team meetings are held on a regular basis. Volunteers who are working on team meeting day and time are allowed to attend the team meetings. Team meetings are an excellent opportunity for volunteers to share their work, get feedback from staff, and gain appreciation.

Photography

Before photographing any event, adults or children, a volunteer must speak to the supervising staff.

Information Technology

Computer Software and Data Use

Any technology including a computer system and organization related data are the property of PTF. No volunteer shall copy any software or bring a copy of the software from home or another place on a PTF computer. Personal use of the technology, computer system and data are not allowed.

Voice Mail, E-mail, and Internet

Any message sent or stored on Parya's computer is the property of PTF. These systems include telephone, facsimile, voice mail, electronic mail and internet system. There can be no exceptions for personal use of these systems. Any inappropriate use of this system includes the use of ethnic slurs, racial epithets, sexually explicit images, jokes, cartoons, bullying or anything that may be considered harassment. Evidence related to inappropriate use of the system may result in dismissal of volunteer agreement.

Cell Phones and Personal Calls

Volunteers should not be speaking or texting on their personal cell phone while delivering services to a client or a program in Parya. Due to safety reason, Parya encourages its volunteers to carry cellphones or accompany a staff having a cell phone with him/her.

GENERAL POLICIES

Insurance and Liability Coverage

All volunteers are covered under the Parya Trillium Foundation liability insurance while in Parya. Post-Secondary students must bring their school insurance to Parya.

Alcohol and Substances Abuse

PTF is committed to maintaining an alcohol-free and drug-free environment. Parya prohibits the use, sale, or possession of alcohol or drugs by any volunteers while volunteering with PTF, or while in PTF premises.

Dress Code

Parya Trillium Foundation expects that volunteers will wear clothing that preserves both their and the organization's reputation. Volunteers are required to dress professionally and wear a badge all time which reflects Parya's representation.

Gifts

The volunteer should not accept any gifts, money, bribe, donations (all donations shall be made directly to the organization in the form of a cheque identifying the donor and the purpose of donation).

ANNEX

Annexure-1: Volunteer Application Form

Annexure-2: Acknowledgement of Receipt of Volunteer Manual

Annexure-3: Confidentiality Agreement

Annexure-4: Reason for Volunteering

Annexure-5: Certificate of Achievement

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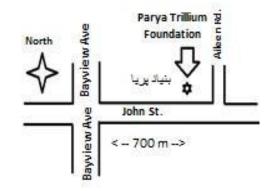
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ADDRESS & LOCATION

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