



# Immigrant Services Society of BC

MANUAL  
FOR  
ISSofBC Volunteers

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## INTRODUCTION

### 1.1 WELCOME TO ISSofBC

We are pleased that you have chosen ISS as a place to contribute your skills, knowledge and time. Although ISS is currently one of the largest immigrant-serving agencies in Canada, it had its beginnings as a volunteer group providing much-needed settlement and orientation support to refugees fleeing conflict in Uganda over 30 years ago.

We believe that volunteers are a valuable resource in our work. Over the years, they have – through their skills and community spirit – contributed immeasurably to our agency’s mission to assist the successful integration of immigrants and refugees into Canadian society. In exchange, we hope we have provided, and will continue to provide, a positive, supportive environment within which volunteers like you can share their knowledge, gain new skills and expand their professional and personal networks.

We wish you a fruitful and enjoyable volunteering experience with us!



## 1.2 ON THE JOB



Here are a few things to remember that will help make your stay with ISS smooth and pleasant:

- ◆ Complete an interview with the Volunteer Community Connections Worker (VCCW), since this will ensure that we have the right information on record.
- ◆ Sign the **Responsibility and Confidentiality Agreement** with ISS and also understand that this document protects the organization and its clients from any misuse of information.
- ◆ Wear your nametag at all times so that you can be identified easily within the organization.
- ◆ Maintain a time sheet and make sure your supervisor signs it at the end of the month. This forms a record of your contribution for the purpose of writing reference letters and for recognizing individual effort. (The time sheet will be sent to the VCCW at the end of each month.)
- ◆ Ensure you are provided with a job description and that you understand what it means.
- ◆ Keep your workstations tidy and be responsible for your materials.
- ◆ Use Volunteer Desk assigned for you. As computer availability is limited, priority is given to assigned tasks and projects. Please use only ISS memory sticks – do not bring your own to avoid virus problems.
- ◆ Every volunteer has access to the staff lunchroom; please help us keep it clean.
- ◆ Unauthorized members of the public are not allowed beyond Reception for security reasons. If you make plans to meet with friends or relatives who are not ISS Staff or Volunteers, ask them to meet you at Reception.
- ◆ To apply for multiple volunteer positions, speak with the Volunteer and Community Connection Workers.
- ◆ Check website for current volunteering opportunities, upcoming training, and community events. This is a great way of finding out what's going on!
- ◆ Stay in touch with us by keeping us updated on your personal information.

*The scope and value of volunteer labour in Canada is impressive. It is estimated that approximately one in three Canadians volunteer their time and talent (CSAE, P.6).  
Canada's charities employ about 880,000 full-time and 440,000 part-time staff, about 10 per cent of the country's workforce ([CCRA](#), 1999)*

## VOLUNTEER RIGHTS AND RESPONSIBILITIES



### 2.1 VOLUNTEER RESPONSIBILITIES

#### *Dress*

- ◆ Dress appropriately for the volunteer position. Consider the location, tasks, and the people you will be interacting with.
- ◆ T-shirts with slogans, tank tops, running shorts, revealing clothing, or slippers are not appropriate.

#### *Money*

- ◆ Do not lend or borrow money from staff, clients, or other volunteers.

#### *Punctuality*

- ◆ Always be on time. If you cannot arrive as per schedule, inform your supervisor. If you are going to be absent, let us know in advance so that a substitute volunteer can be found.

#### *Personal Boundaries*

- ◆ Be respectful of other people's feelings, culture, and religion.
- ◆ Avoid making personal comments on anyone's appearance, sexuality, gender, or culture (ethnicity, religion).
- ◆ Avoid converting others to your religion.
- ◆ Maintain professional relationships with clients, staff and volunteers.
- ◆ Avoid conflict-of-interest situations (e.g. conducting business with clients, staff and volunteers).
- ◆ Do not counsel clients, staff and volunteers about their problems.
- ◆ Do not ask clients, staff and volunteers personal or intimate questions.
- ◆ Do not give away to clients, staff and volunteers personal items that you no longer need.

- ◆ When in doubt, ask your supervisor. Strive to develop good communication with your supervisor so that they are clear on your training or orientation needs.
- ◆ If you need to talk to any of the staff about a personal issue, make an appointment outside of your volunteer time and wait at the Reception area for them.

## 2.2 VOLUNTEER WORKPLACE BEHAVIOUR

- ◆ Understand a job clearly before accepting it.
- ◆ Consent to a criminal record check (if required).
- ◆ Respect all confidential information.
- ◆ Carry out instructions from your supervisor to the best of your ability.
- ◆ Complete any job assigned to you.
- ◆ Always maintain good working relationships with staff, volunteers and clients.
- ◆ Do not drink alcohol, smoke, or take illegal substances on ISS premises.
- ◆ Use all equipment responsibly and report any equipment problems to your supervisor. Remember that the photocopier is to be used for ISS work.
- ◆ Use the ISS e-mail account and Internet with care and responsibility.
- ◆ Only work from areas designated to you. For any work outside the premises, you will need written permission from your Supervisor.
- ◆ When working with clients one-to-one, leave open the door to the room. Also, do not transport clients in your car while you are an ISS Volunteer.



## 2.3 VOLUNTEER RIGHTS

- ◆ To be recognized and treated as a co-worker and part of the team.
- ◆ To receive training for the job (when required).
- ◆ To receive an evaluation of your performance.
- ◆ To receive a reference letter for employment and school purposes.
- ◆ To be provided with resources and information that will assist you in your volunteer work.
- ◆ To function in a harassment-free work environment. We strongly urge that you report any concerns on this issue to your Supervisor.
- ◆ To be respectfully listened to when you present ideas, problems, or suggestions.
- ◆ To be given suitable volunteer work and volunteer jobs that you find interesting.

## 2.4 CODE OF CONDUCT

Please note that ISS has a zero-tolerance policy toward violent and/or aggressive behavior, sexual harassment, and discrimination based on race, gender, sexual orientations, country of origin, etc. While the following statements are derived from the ISS Employee Personnel Policy and Procedure Manual, the same level of responsibility, accountability and code of conduct is expected of volunteers. A copy of the ISS Employment Personnel Policy and Procedure Manual is located in the Volunteer Room that can be access by all volunteers. Please contact your respective program manager to access an additional copy of the Manual.

### *Harassment*

**Definitions:** The following definitions of harassment are directly related to work or incidents in the workplace and are not meant to inhibit interactions or relationships based on mutual consent between adults.

**Sexual Harassment:** any unwelcome attention or action of a sexual nature including verbal, visual, or physical conduct which has the intent or effect of unreasonably interfering with an individual's or group's work or performance.

Sexual harassment occurs when:

- ◆ the conduct creates an intimidating, hostile or offensive work environment and serves no legitimate work related purpose;
- ◆ the conduct unreasonably interferes with an employee's job performance;
- ◆ submission to, or rejection of such conduct is used as a basis for employment decisions;
- ◆ submission to such conduct is made a term or condition of employment.



## 2.5 VOLUNTEER BENEFITS

- ◆ You will be placed in a job that is enjoyable and interesting.
- ◆ You will develop new skills and enhance existing ones.
- ◆ You will gain valuable work experience and secure job references.
- ◆ You will improve and expand your network.
- ◆ You will make new friends.
- ◆ You will be recognized for your contributions as a volunteer.
- ◆ You will receive a volunteer appreciation certificate.
- ◆ You will be invited to the annual Volunteer Recognition Party.

*People volunteer because of a desire to make some positive difference in their world. They want their contribution to have meaning and to result in some benefit – a changed life; a better community; a stronger economy (CSAE, P.6)*



### **3.0 EMERGENCY PROCEDURES**

#### **3.1 IF AN EARTHQUAKE STRIKES:**

- ◆ Stay calm. Do not panic.
- ◆ DROP to the ground.
- ◆ Take COVER by getting under a sturdy desk or table. If there is no table around, get as low as possible, move away from windows and bookshelves and crouch in an inside corner of the building. Cover your head and neck with your hands and arms. Do not run to another room to find a table.
- ◆ HOLD on to the table until the shaking stops.
- ◆ Do NOT get in a doorway.
- ◆ Do NOT run outside the building as the ground is moving and you could be injured by falling debris or glass.
- ◆ Elevator: hit all floor buttons and attempt to get out.
- ◆ Outdoors: move to a clear area. Avoid power lines, trees, signs, buildings, vehicles, or Skytrain support structures.
- ◆ In a wheelchair: lock the wheels and remain seated. Protect your head and neck with your arms, pillow, or book.
- ◆ Visual or Hearing impairments: If possible, guide them to a table or inside corner and ensure that they protect their head and neck.

#### **3.2 AFTER AN EARTHQUAKE:**

- ◆ Stay calm and prepare for aftershocks. Count to 60 to allow shifted objects to settle.
- ◆ Cautiously come out of your DROP, COVER, and HOLD location, looking for hazards around you. Stay close to your safe space.
- ◆ Check yourself for injuries before others. Seriously injured people should not be moved unless doing so will avoid danger. First Aid supplies are available within the building
- ◆ Stay in your location unless evacuation is necessary, checking for structural damage and other hazards (fire, gas leak, exposed wires, leaking sewage, broken pipes, dangling fixtures and furnishings).
- ◆ Leave switches and valves as found unless a hazard exists. Do NOT open gas valves.
- ◆ Use the fire extinguishers in case of small fires.
- ◆ Do NOT use telephones except for life-threatening emergencies. Replace telephone receivers that have been dislodged.

- ◆ Do not ignite matches, candles, or lighters.
- ◆ Do not consume unsealed food or water – they might be contaminated or contain glass.
- ◆ Emergency supplies and rations are also available within both offices at common areas; it is recommended that every program/department have its own emergency supplies.
- ◆ Follow directions of staff trained in Fire Marshal capacities. Report all serious casualties or emergencies to Fire Marshals.

### 3.3 IN CASE OF A FIRE:

- ◆ Help us prevent fires by respecting the no smoking policy in our offices.
- ◆ Please report any smoke or electrical equipment problems to the Staff.
- ◆ Study the Fire Exits and maps in our offices and know how to use the exit closest to you if there is a fire in the building.
- ◆ Learn where fire alarms are located within the office and how to operate them if you ever discover a fire.
- ◆ If there is a fire, get yourself to safety first before trying to assist others.
- ◆ Do not use the elevators in the case of evacuation; use the closest exit.
- ◆ Wait outside the building with Staff and other ISS volunteers and clients so that a people-count can be done easily.



## ISSofBC Core Values



We believe that everyone belongs in a community and all have the potential to contribute. They should also have the opportunity to do so. It is our belief that the individual and the community are mutually responsible for the realization of the potential within each person.

We work as a team in an atmosphere of mutual trust, respect, and openness. We hope that our efforts reflect fairness and equality in everything that we do.

We are responsible for the continued well being and development of the Immigrant Services Society of BC. Our communication processes allow for the sharing of information needed to ensure that the right decisions are made.

We are committed to excellence in all areas of our individual and collective work, as confirmed by clients, community partners, and our peer group. We also continuously challenge the way we do things in order to be more effective.

Together, with you, we aim to promote diversity, openness, and understanding. We will encourage new ideas and innovation. We will respect each other and our commitments. We will laugh and learn together, and ensure that our organization is successful in the long term.

*Please, refer to ISSofBC website for the most updated info on programs and services*

### **5.0 ISSofBC VOLUNTEER CODE OF ETHICS**

As part of the service delivery team, volunteers of Immigrant Services Society (ISS) should abide by and uphold the following:

1. Volunteers shall perform duties and responsibilities with integrity and honor.
2. Volunteers shall collaborate with ISS employees and other volunteers in achieving the goals and objectives of ISS.
3. Volunteers shall respect the people he/she comes into contact with and not discriminate or make judgments based on race, ethnicity, language, religion, marital status, gender, sexual orientation, age, abilities, socio-economic status, political affiliations or national ancestry.

4. Volunteers shall respect the privacy, dignity and rights of clients, colleagues and others. Volunteers will protect the confidentiality of information regarding ISS clients and disclose such information only when properly authorized or when obligated legally or professionally to do so.
5. Volunteers shall not use any resources of ISS for personal or business purposes not directly related to ISS without prior approval of the Board of Directors or the Executive Director.
6. Volunteers shall not exploit the relationship with a client, staff or other volunteer for personal benefit, gain, or gratification.
7. Volunteers shall promote excellence in the work of ISS.

*Virtually every NFP relies upon volunteers. The important work of the non-profit sector simply could not be accomplished without the physical, intellectual and financial contributions of volunteers (CSAE, P.12)*

## ISS VOLUNTEER OPPORTUNITIES



The Volunteer Program at the Immigrant Services Society of B.C (ISSofBC) is a rapidly growing service. The program currently has about 30 volunteer positions available, over 2000 volunteers in its database, and more than 500 active volunteers annually!

Volunteers are involved in most ISS programs and bring a variety of skills and professional expertise.

Please Refer to attached document for the updated Volunteer Positions.



**ISSofBC**  
**VOLUNTEER APPLICATION**

Are you willing to consent to a Criminal Record Check?  Yes  No

*If not, please talk to a Volunteer and Community Connections Worker before filling out application.*

**PERSONAL INFORMATION:**

Name (first name, last name): \_\_\_\_\_

Preferred Name: \_\_\_\_\_ E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

Your age (optional):  under 18  19-25  26-35  36-45  46—65  Over 65

Telephone: \_\_\_\_\_ Cell phone: \_\_\_\_\_

Emergency Contact Person: \_\_\_\_\_  
Phone Number Name Relationship to you

Would you like to be added to the Volunteer Program email list?  Yes  No

*If so, which cities:*  Vancouver  Burnaby  Maple Ridge/Pitt Meadows  
 Richmond  New Westminster  Langley  
 Coquitlam  Squamish

Would you like to be added to the ISSofBC Organizational email list?  Yes  No

Status in Canada:  Citizen  Landed Immigrant/ Permanent Resident

Length of time in Canada:  Canadian-born  < 1 yr.  1 – 5 yrs.  6 – 10 yrs.  > 10 yrs.

Country of Birth (if born outside of Canada): \_\_\_\_\_

**SKILLS INFORMATION:**

English Spoken --Fluent – Yes No

Other spoken Languages: \_\_\_\_\_

**VOLUNTEER INFORMATION:**

Please indicate your availability (tick marks):

	MON	TUE	WED	THU	FRI	SAT	SUN
Morning							
Afternoon							
Evening							

**VOLUNTEER OPPORTUNITIES :**

Which of the Volunteer opportunities below are of interest to you? (Please check all that apply.)

- Program Supports – one-off, short-term, on-call (e.g., office support, mock interviewer, workshop/fieldtrip assistant, translator/interpreter)
- Program Supports – 3 month commitment (e.g, volunteer connections assistant)
- Mentoring – 3 month commitment (e.g., settlement mentor, learning-in-action mentor, Welcome Centre community navigator, community navigator for housing)
- Childminding – 3 month commitment (e.g., LINC Day Care teacher assistant)
- Learning Supports (e.g., classroom assistant, conversation circle tutor, computer and internet coach, LINC/ LCC library assistant)
- Special Events Assistant – one-off (e.g., community outreach / special event assistant)
  
- Other (please describe) \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Please note: you may be asked to provide a resume for some positions (eg teaching assistant, childcare assistant).**







RESPONSIBILITY AND CONFIDENTIALITY AGREEMENT

I, \_\_\_\_\_  
Please print: (Surname) (First Name) (Initials)

solemnly swear that I will faithfully and honestly, to the utmost of my ability, responsibly perform all the duties which devolve upon me as a \_\_\_\_\_ or in any other  
(name of position, e.g. settlement mentor)  
position to which I may be appointed by Immigrant Services Society of BC (ISSofBC).

Further, I agree that I will not disclose to anyone outside of ISSofBC any information of which I may become possessed through my participation with ISSofBC, without authorization from the Executive Director, or such person as appointed by the Executive Director.

Further, I agree that prior to seeking publication of any article or material containing information of which I may become possessed through my participation with ISSofBC, I will submit the same for review and approval by the Executive Director, or such person as appointed by the Executive Director.

And further, I agree that I will not, for my own use, require, take or receive any fee, perquisite, gratuity, or reward, whether pecuniary or of any other sort or description whatever, either directly or indirectly done or performed in the execution or discharge of any of the duties of my position. I will not use for profit or gain any matter or thing which comes to my knowledge by reason of my position with ISSofBC.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Witnessed in behalf of ISSofBC