



**GIVE BACK,
GET INVOLVED!**

NATIONAL VOLUNTEER HANDBOOK



GIVE BACK, GET INVOLVED!

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CEO MESSAGE

Welcome to CFMWS' National Volunteer Program,

We at Canadian Forces Morale & Welfare Services (CFMWS) understand that as volunteers, you are choosing to give generously with your time, knowledge and skills to support our mission because you care deeply about contributing to "Serving Those Who Serve."

In return, we promise to honour your commitment by providing you with a safe, respectful, inclusive, and meaningful volunteer experience. We deeply value your role as a volunteer and will support your efforts through proper orientation, training, and recognition. As volunteers, you complement our dedicated teams and enhance our offerings to the Canadian Armed Forces community through various volunteer opportunities.

This National Volunteer Handbook, in support of the National Volunteer Policy, has been developed to support programs, services, activities and events, and maximize the unique skills, knowledge and time you are willing to provide. The National Volunteer Policy, along with the collaboration of our stakeholders, fosters a seamless process for volunteers to "Give Back and Get Involved" anywhere across Canada and all over the world.

On behalf of all of us at CFMWS, thank you for choosing to support our meaningful work. Together, we can ensure that members of the Canadian Armed Forces, Veterans, Ill and Injured and Military Families receive the support they so richly deserve.

A handwritten signature in blue ink, consisting of stylized, overlapping loops and a long horizontal stroke extending to the right.

Ian Poulter

Managing Director, Non-Public Property CEO, Staff
of the Non-Public Funds, Canadian Forces



Welcome to our team as a volunteer with **Canadian Forces Morale and Welfare Services** (CFMWS), an organization committed to supporting the Canadian Armed Forces Community. We hope you have a great time meeting new people and learning new skills.

This handbook has been prepared especially for you to ensure that you have **the best volunteer experience.**



WHO
WE
ARE



Canadian Forces Morale and Welfare Services

Responsive to the changing needs of the Canadian Armed Forces (CAF), our programs and services build CAF members' self-reliance, resilience and readiness by enhancing their mental, social, physical, and financial wellness.

Working on behalf of the Chief of the Defence Staff and under the authority of the Minister of National Defence, CFMWS is a trusted partner to the defence team that creates real value for the CAF Community.

Our Mission

Our Mission is to make our members stronger. Healthier people, stronger communities, better Canada.

Our Vision

Our Vision, is to improve lives at home and around the world, mentally, socially, physically and financially.

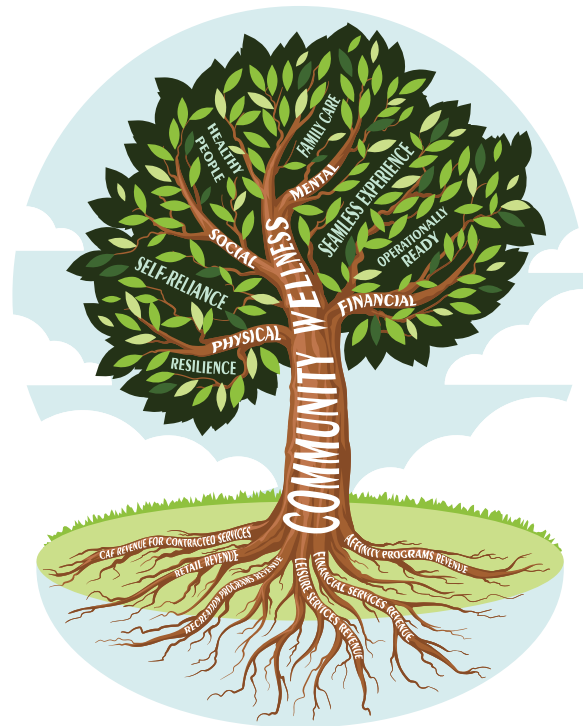
Our Values

We put our people first. We **CARE** for all of our members, our community and one another.

We act with **INTEGRITY** and strive to do the right thing. We say what we mean and do what we say.

We are one **TEAM**. We have each other's back and get it done together for our members.

We constantly look for new ideas and find **CREATIVE** ways to provide our members with the best possible experience.



**PEOPLE
FIRST,
MISSION
ALWAYS.**



**NATIONAL
VOLUNTEER
PHILOSOPHY**

CFMWS delivers a broad range of programs and services across Canada to the Canadian Armed Forces (CAF) Community and their families. The National Volunteer Policy (NVP), with the support of dedicated volunteers, enhances program and service delivery through teamwork, community engagement, and a unique enthusiasm shared for the CAF Community and with Canadians at large.

Roles and Responsibilities

Volunteer Opportunity Manager/Assignment Supervisor

The roles and responsibilities of the Volunteer Opportunity Manager/ Assignment Supervisor are:

- Act in accordance with the values of CFMWS at all times.
- Follow the CFMWS policies and procedures (as applicable to CFMWS employees).
- Provide a volunteer role description and a clear explanation of what is expected of the volunteer(s).
- Identify themselves to the volunteer(s) as the volunteer opportunity manager or supervisor for the volunteer opportunity.
- Provide guidance, consultation, assistance, supervision, coaching, and mentoring to the volunteer(s).
- Support and encourage the work of the volunteer(s).
- Treat the volunteer(s) as you would all other team members.
- Acknowledge and recognize the volunteer(s) contributions.
- Provide day-to-day management/supervision and guidance for specific volunteer roles related to respective division/business line(s) and the volunteer role.
- May provide letters of reference to the volunteer(s) if requested.

National Community Engagement Office *(Headquarters-Ottawa)*

The roles and responsibilities of the CFMWS National Community Engagement office are:

- Manage, oversee and guide national compliance of volunteer resource supervision and management for CFMWS.
- Identify volunteer opportunities with Divisions, Programs and Services offered by CFMWS HQ.
- Provide national guidance and support to requests for volunteer resources for CFMWS.
- Provide the volunteer(s) with meaningful opportunities.
- Encourage the volunteer(s) to develop/improve their skills.
- Promote volunteer participation through recruitment strategies, partnerships within the community, and with volunteer opportunities.
- Strive to create a comfortable, receptive atmosphere and respectful relationships between employees, the volunteer(s) and the community.
- Promote recognition of the valued participation of the volunteer(s).
- Advocate for national volunteers as valuable team members.
- Follow the CFMWS policies and procedures.

- Manage, develop, oversee and guide the National Volunteer Policy governance structure and service delivery model.
- Keep apprised of changes within National Volunteer Policy.
- Provide national volunteer services that meet standards of practice in volunteer resources management in accordance with The Canadian Code for Volunteer Involvement.

Volunteer

The roles and responsibilities of the volunteer are:

1. Perform volunteer duties to the best of your ability, consistently and with professional conduct.
2. Seek clarification of your volunteer role when required.
3. Maintain an open line of communication with your volunteer opportunity manager/ assignment supervisor for your volunteer role. If you are not sure who to connect with, please liaise with the National Community Engagement office volunteer@cfmws.com.
4. Follow the CFMWS National Volunteer Handbook policies and procedures.
5. Provide a current Public Works and Government Services Canada (PWGSC) security record, Criminal Record Police check or Vulnerable Sector check, and a Ministry of Transportation record check, as/when required for your volunteer role.
Please note that each volunteer opportunity could have varying requirements (refer back to the volunteer opportunity posting, or check with your volunteer opportunity manager/assignment supervisor).
6. Act in accordance with the CFMWS values at all times.



COMMITMENT TO VOLUNTEERS

Diversity and Inclusion

Our success depends on our ability to work together, share common objectives, celebrate our differences, and welcome innovative ideas. Diversity, Equity and Inclusion is a fundamental part of who we are. We work hard at creating a healthy, safe, and respectful workplace where all volunteers are free from discrimination and are provided equal opportunities. We value and are committed to a culture that prioritizes our most valuable resource, our volunteers. Diverse volunteers will help us better serve our increasingly diverse clients.

Safety

We will make every effort to provide a safe environment for volunteers. We encourage volunteers to identify unsafe conditions or environmental hazards and report them to the Volunteer Opportunity Manager/Assignment Supervisor.

Enriching Opportunities

We will respect the preferences of volunteers in terms of involvement, availability and expressed interests. If any volunteer finds that they do not enjoy a particular position, they need to advise their Volunteer Opportunity Manager/Assignment Supervisor or the Community Engagement Manager to request a re-assignment. Re-assignments will be supported when and if there is a suitable replacement position/role. We want our volunteers and our clients at CFMWS to be happy with each match and volunteer experience.

Supportive Environment

We will provide the training required to be effective in assigned volunteer roles. We will also provide guidance, advice, direction, and coaching during the performance of the volunteer role.

Effective Communications

We will be open with volunteers about changes to CFMWS as well as changes to programs and/or services. We welcome feedback from volunteers. We will continue to develop new and exciting ways for volunteers to promote CFMWS programs and services.

Orientation and Training

As a volunteer, you will receive an orientation to CFMWS and the program/division you are supporting.

Perks

- Contribute to the quality of life of the CAF Community and their families.
- Work as a member of dedicated teams.
- Support the cause/program, and the CFWMS Vision and Mission.
- Facilitate intergenerational and multicultural relationships.
- Give back to the community.
- Maintain and increase knowledge and skills by taking training courses.
- Meet new people.
- Explore career opportunities.
- **And so much more!**



NATIONAL VOLUNTEER POLICY

All volunteers must be aware of and comply with the National Volunteer Policy guidelines found in this handbook and procedures related to your volunteer role.

CFMWS and the National Volunteer Policy will not tolerate behaviours that do not follow the policies below, and reserves the right to act in accordance of its policy without notice.

Disclosure

Volunteers have an obligation to report potential or actual breach of volunteer policies, procedures and directives as related to each volunteer opportunity.

Harassment

Volunteers must ensure to maintain a harassment-free environment or advise a Manager/ Supervisor if they become aware of such behaviours. Demeaning, offensive, or retaliatory behaviours are not tolerated.

Substance Use

Volunteers must abide by applicable laws and regulations governing the possession or use of alcohol, drugs or other substances.

Incident/Accident (OHS) Reporting

Volunteers must ensure to report any and all incidents/accidents to their volunteer manager/supervisor as soon as possible.

Use of Property and CFMWS Assets

Volunteers shall not use any property, assets or other resources of CFMWS without explicit permission and/or authorization.

Security of CFMWS Information

Volunteers will do their best to ensure that information collected, produced, or obtained is as accurate and secure as possible.

Protection of Information

Volunteers will protect information from illegal, unauthorized or inadvertent use and disclosure.

Intellectual Property

Volunteers shall not use, share, or duplicate any brands, logos, phrases as trademarked with CFMWS.

Conflict of Interest

Volunteers are to declare any actual, potential, or apparent conflict of interest to CFMWS.

Gifts and Entertainment

Volunteers may not accept any gifts, hospitality, or other benefits that may influence their objectivity in carrying out their volunteer roles and that may place them in an awkward situation.

Political and Community Activity

Volunteers must be, and appear to be, both personally impartial and free of undue political influence.

Family/Personal Relationships

Volunteers shall not give preferential treatment to relatives, friends, or organizations in which they have an interest.

Outside Business Activity

Volunteers in their personal life should not conflict the role as a National Volunteer with CFMWS activities, key messaging and branding. “Walk the talk”.

Fraud/Theft

Volunteers shall exercise honesty, integrity, objectivity and diligence, and not knowingly be a party to any fraudulent activity.

Use of Telephone/Mobile devices

Volunteers are to refrain from using their personal mobile devices during their scheduled activity, unless it pertains to the volunteer role. Mobile devices are to be used on scheduled break times and for emergencies. If an exception needs to be made, please speak with your Volunteer Opportunity Manager/Assignment Supervisor.

Media and Public Relations

Volunteers will act in the capacity of a private citizen and not as a representative of CFMWS. All general enquiries are to be directed to 1-855-245-0330 or cf1fc@cfmws.com.

National Volunteer Intake Process and Forms

It is the responsibility of the volunteer to complete the following forms and submit them to their Volunteer Opportunity Manager/Assignment Supervisor prior to their start date. It is the responsibility of the Volunteer Opportunity Manager/Assignment Supervisor to offer/provide these forms prior to a volunteer starting their volunteer opportunity with CFMWS:

1. National Volunteer Intake Form
2. National Volunteer Parental/Legal Guardian Consent Form (as it applies)
3. National Volunteer Release of Liability, Waiver of Claims and Assumption of Risk Form
4. National Volunteer Understanding and Agreement Form
5. National Volunteer Self-ID Survey (optional)



ASSIGNMENTS/ SECURITY

All CFMWS volunteer roles require a basic record check unless otherwise stated. It is the responsibility of the volunteer to provide this document.

All volunteers must be willing to submit a copy of their current Police Records check (basic or vulnerable), PWGSC clearance, and/or Ministry of Transportation drivers' abstract/records for their volunteer personnel file, **based on the volunteer role requirements.**

If you do not have a current police records check, you will need to consult with your local police department for steps in obtaining one.

If your volunteer role requires a Vulnerable Sector Records check, please consult with your local police department. Inter-Provincial/Inter-City steps may differ.

*Please note: If you are under the age of 18, **you will not be eligible for a police records check** and must therefore submit the National Volunteer Parental/Legal Guardian Consent Form with your National Volunteer Intake Form.*

All volunteer opportunities will clearly identify the security level that is required.

Attendance/Signing In and Out/Volunteer Hours

When you arrive for your volunteer role, you will be asked to sign in/out to aid in the tracking of your commitment hours. This process will be discussed in your Orientation and Training session.

Shift Cancellations

It is important to notify your Volunteer Opportunity Manager/Assignment Supervisor promptly if you need to cancel or change your shift. Any advance notice will help the Volunteer Opportunity Manager/Assignment Supervisor find a replacement.

Dress Code

As a volunteer with CFMWS, you are asked to refrain from using or wearing scented products while volunteering.

As a volunteer with CFMWS, you should dress according to the activities that will be undertaken. Be prepared for all types of weather, stay hydrated, and use appropriate seasonal attire. If you are unsure of your dress code, please clarify with your Volunteer Opportunity Manager/Assignment Supervisor.

Release

In certain circumstances, a volunteer may choose to end their experience with CFMWS. In this case, CFMWS will treat all departing volunteers in a professional, confidential, fair and consistent manner.

Those wishing to resign as a volunteer from CFMWS must advise their Volunteer Opportunity Manager/Assignment Supervisor or Community Engagement Manager. Where possible, a minimum of two weeks' notice is requested.

Involuntary Release: Dismissal from a Volunteer Role

CFMWS does not take the decision to release volunteers lightly and is committed to considering all pertinent facts and information in such matters. Volunteer Opportunity Managers/Assignment Supervisors considering the release of a volunteer must consult with the National Community Engagement Office (if time allows).

Release of a volunteer may occur for one or more of the following reasons:

- Unsatisfactory performance: volunteer unwilling to improve their performance to the required standards of the volunteer opportunity.

- Immediately, 'for just cause' due to any act or omission which endangers CFMWS, its clients, employees, volunteers, or damages the assets of the organization.

If a volunteer is released for fraud, theft, vandalism, violence and or other willful misconduct, the release will be without notice, and could be subject to further investigation and formal intervention.

Ministry of Education Volunteer Hours for Secondary Students

Many secondary schools across Canada require a minimum of 40 volunteer hours to meet eligibility criteria to graduate. Students looking to support an event or activity can apply to a volunteer opportunity. Email us volunteer@cfmws.com or connect with your local point of contact for CFMWS.

Students must bring their volunteer hours form for signature and validation by their Volunteer Opportunity Manager/Assignment Supervisor.

Students and youth under the age of 18 are required to have a Parental/Legal Guardian consent form completed and submitted with the Volunteer Intake Form prior to any volunteer opportunity.

A Parent/Legal Guardian consent form will be provided by the Volunteer Opportunity Manager/Assignment Supervisor, or by email request at volunteer@cfmws.com.

Please note, specific events, locations and audiences may limit the capacity to take on students or youth under the age of 18 years old.

For Post-Secondary practicum/intern opportunities, please contact the National Community Engagement office at volunteer@cfmws.com.

While Volunteering

- Park in designated areas/ specified in training for specific event or activity.
- Report in to the Assignment Supervisor upon arrival.
- Sign-in upon arrival and sign-out upon departure at your volunteer assignment.
- Review information provided and participate in briefings.
- Track hours and approved out-of-pocket expenses (if applicable to your volunteer role).
- Locate the first aid and defibrillation station and fire exits in case of emergencies.
- Complete all duties diligently and effectively.
- Advise employees/Assignment Supervisor when leaving the volunteer/role area.
- Report any incident or injury immediately to your Volunteer Opportunity Manager/Assignment Supervisor.

A woman in a blue and black patterned shirt is applying green and black face paint to a child's face. The child is wearing a dark grey t-shirt with a logo that says "SOLDIER IN • SANS LIMITES". The background is a blurred outdoor setting with green grass and a white chair. A red box with the text "USEFUL TIPS" is overlaid on the left side of the image.

USEFUL TIPS

Make sure you **obtain and pronounce client names correctly.**

Be **welcoming and friendly.**

Be **respectful** and respect each other's privacy.

Be **patient.**

Be **comfortable with silences.**

Be **honest**; admit when you do not know an answer.

Be **positive and accepting.**

Remember to **have fun!**

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