

Memorandum of Understanding Between Volunteer Calgary & Non-profit Member Organizations



Volunteer Calgary agrees to:

- Update all member information and volunteer positions in a timely manner
- Provide support for volunteer Calgary's programs and services
- Promote the value of volunteering
- Provide information to connect volunteers to volunteer opportunities
- Provide opportunities to strengthen the abilities of groups to support volunteers
- Provide leadership on areas related to volunteerism

Please note

- Volunteer Calgary cannot be solely responsible for the recruitment of volunteers for member organizations
- Volunteer Calgary will not screen volunteers for member organizations
- Volunteer Calgary will not be responsible for volunteers recruited by member organizations
- Volunteer Calgary will respect the confidentiality of each organization and volunteer
- Volunteer Calgary believes in and promotes the principles of non-discrimination for all individuals

Volunteer Calgary's Privacy Policy

- Volunteer Calgary is committed to protecting the privacy of our members. We value the trust of our stakeholders, and we commit to being clear, transparent and accountable when dealing with the information that you share with us.
- In delivering programs and services, we may gather and use personal information. We will carefully protect this information, and will obtain consent to utilize the information for any other purpose other than what it was originally gathered.
- Volunteer Calgary treats all personal information in compliance with government regulations, including the Freedom of Information and Privacy Act (FOIP), the Personal Information Protection Act (PIPA), and the Personal Information Protection and Electronic Documents Act (PIPEDA).

To view the complete document <http://www.volunteercalgary.ab.ca/privacy.html>

The Non-profit Member Organization:

- Will aspire to the adoption of the Values, Guiding Principles and Organizational Standards of the Canadian Code of volunteer Involvement (see next page)
- Keep information on the organization and volunteer positions up to date

This agreement serves in perpetuity so long as membership dues are in good standing
Please save a copy for your records.

Volunteer Calgary:

A handwritten signature in black ink, appearing to read "Laurel Benson", is written over a horizontal line.

Laurel Benson, President & CEO

Member Organization:

Organization Registered Legal Name

Executive Director / Board Member

Date Signed

Canadian Code of Volunteer Involvement

Values

Volunteer Involvement is vital to a just and democratic society.

Volunteer involvement strengthens communities.

Volunteer involvement mutually benefits both the volunteer and the organization.

Volunteer involvement is based on relationships.

Guiding Principles

Volunteers have rights. Voluntary organizations recognize that volunteers are a vital human resource and will commit to the appropriate infrastructure to support volunteers.

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

12 Organizational Standards

1. **Mission-based Approach:** The board of directors, leadership volunteers and staff acknowledge and support the vital role of volunteers in achieving the organization's purpose and mission.
2. **Human Resources:** Volunteers are welcomed and treated as valued and integral members of the organization's human resources team. The organization has a planned approach for volunteer involvement that includes linking volunteers to the achievement of the mission, providing the appropriate human and financial resources to support the volunteer program, and establishing policies for effective management.
3. **Program Planning and Policies:** Policies and procedures are adopted by the organization to provide a framework that defines and supports the involvement of volunteers.
4. **Program Administration:** The organization has a clearly designated individual with appropriate qualifications responsible for the volunteer program.
5. **Volunteer Assignments:** 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.
6. **Recruitment:** Volunteer recruitment incorporates internal and external strategies to reach out and involve a diverse volunteer base.
7. **Screening:** A clearly communicated screening process is adopted and consistently applied by the organization.
8. **Orientation and Training:** Each volunteer is provided with an orientation to the organization, its policies and practices, including the rights and responsibilities of volunteers. Each volunteer receives training customized to the volunteer assignment and the individual needs of the volunteer.
9. **Supervision:** Volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.
10. **Recognition:** The contributions of volunteers are consistently acknowledged with formal and informal methods of recognition.
11. **Record Management:** Standardized documentation and records management practices are followed and in line with relevant legislation.
12. **Evaluation:** The impact and contribution of volunteers and the volunteer program are continually evaluated to ensure the needs of the organization are being met in fulfilling its mandate.