

*Volunteer Calgary is a non-profit charitable organization with a vision for "people with passion and purpose leading the way to vibrant communities" and a mission of "leading, promoting, connecting and strengthening volunteerism."*

**Volunteer Calgary has adopted the Canadian Code for Volunteer Involvement and encourages non-profit members to adopt this national standard for the voluntary sector, thereby committing to value and support the contribution of volunteers through respectful, meaningful and inclusive engagement.**

**Volunteer Calgary agrees to:**

- Provide support to strengthen volunteer engagement allowing the member organization to reach its full potential by engaging volunteers from a diverse population of our community
- Advocate for the professions supporting volunteer engagement
- Promote the benefits of engaging a professional volunteer manager
- Promote volunteer opportunities to support recruitment
- Conduct ourselves in a professional, responsible, ethical and lawful manner
- Notify member organizations when there is feedback provided from the community regarding their volunteer engagement
- Ensure members are aware of programs and services available to support their individuals and organizations
- Conduct and share research based on statistical and evaluative information
- Ensure its programs and services are relevant to current volunteer engagement needs by staying informed of emerging trends, gaps in services and feedback from our members

**The Non-Profit Member Organization agrees to:**

- Aspire to the adoption of the values, guiding principles and organizational standards outlined in the Canadian Code for Volunteer Involvement (see Appendix 1)
- Provide any available statistical and evaluative information on volunteer engagement within the organization to support the sector in better understanding opportunities and emerging trends in volunteer engagement
- Provide feedback that can assist in improving Volunteer Calgary's programs and services
- Conduct themselves in a professional, responsible, ethical and lawful manner
- Take sole responsibility for the screening, recruitment and engagement of their own volunteers
- Work to foster a culture within their organization that supports integrated volunteer engagement

**If Volunteer Calgary becomes aware of the Non-Profit Member organization engaging volunteers contrary to the Non-Profit Membership Agreement, we will explore the concerns with the following process:**

1. A Volunteer Calgary representative will discuss the concern with the organization. This will be an opportunity for both Volunteer Calgary and the member organization to explore challenges and opportunities in addressing the concern. This discussion gives Volunteer Calgary a chance to learn more about the methods that members are using to address the changes in volunteer engagement and non profit management.
2. Volunteer Calgary will support the organization in overcoming any challenges to compliance.
3. Consistent disregard for the terms of this agreement and Volunteer Calgary policies may result in the cancellation of the membership.

## Terms

- By signing this agreement, Volunteer Calgary and the non-profit member organization confirm their intent to work together cooperatively under the stated conditions in this document, as long as the membership is active.
- Membership is for one year (12 months) from the date of acceptance or renewal. Volunteer Calgary will send a renewal notification 60 days prior to the member's annual renewal date, a second reminder notice will be sent 30 days prior and a final notice will be sent out 7 days prior. Once payment is overdue, the membership will automatically expire. Volunteer Calgary reserves the right to discontinue access to all member benefits until the renewal payment is received.
- Volunteer Calgary reserves the right to refuse service to any organization, group or individual that is not acting in a professional manner or in a manner not conducive to the vision of Volunteer Calgary.
- This signed agreement is only valid upon the confirmed acceptance of the membership application, which includes the receipt of payment for the membership fee. Volunteer Calgary will provide a written confirmation and welcome letter to the organization upon approval.

## VOLUNTEER CALGARY

\_\_\_\_\_  
Community Development Manager  
Janet Burstall

\_\_\_\_\_  
Interim President & CEO  
Susan Luciuk

## NON PROFIT MEMBER ORGANIZATION

Name of Organization: \_\_\_\_\_

\_\_\_\_\_  
Volunteer Manager Signature

\_\_\_\_\_  
Senior Representative Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Date of Agreement

## 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.