



Carmichael Outreach Inc.

1510 12th Avenue, Regina, SK. S4P 0L5

P: 306-757-2235 | F: 306-757-2205

E: info@carmichaeloutreach.ca

www.carmichaeloutreach.ca

Steps to Becoming a Volunteer

Thank you for your interest in volunteering with Carmichael Outreach. This package will provide you with all there is to know about the volunteer process at Carmichael Outreach. Prior to volunteering with our agency, please complete the following:

- 1) Read over the Volunteer opportunities (Next Page)
- 2) Complete the Volunteer Application Form
- 3) Review and sign the Letter of Confidentiality
- 4) Review and sign the Removal of Goods Policy
- 5) Criminal Record Check - Please provide a current (within the last six months) criminal record check from your local police department. Charges may apply.

Once completed, please submit your application in person between the hours of 9:00 to 4:30, Monday to Friday to: Carmichael Outreach, 1510 12th Avenue, Regina, SK.

You may also email the application form with the appropriate documents to volunteering@carmichaeloutreach.ca.

Once your application has been reviewed and approved by Management, you will be contacted by the Volunteer Coordinator to set up your orientation. From there, we will schedule your first shift.

After your first shift, you may book your next volunteer visit. If you are unsure at that time when you will be available to return, you may contact the Volunteer Coordinator at a later date at the following:

Cell: 306-531-7231

Direct: 306-757-2494

Email: volunteering@carmichaeloutreach.ca

If there are any areas that you would prefer to assist in, please indicate so on your volunteer application. While we will consider your preferences, volunteer duties will be assigned by the Volunteer Coordinator and will primarily be based on the area of greatest need at any given time.

If the Volunteer Coordinator doesn't hear back from you within **one month** of your application date, you will be required to repeat the process.

Volunteers 18 or older **must** provide a criminal record check issued within the last six months. An adult must accompany volunteers under the age of 14. Letter of consent must be provided for volunteers 15 – 18

-Carmichael Management



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Volunteer Opportunities

Boutique:

- Assisting with sorting through donations while ensuring our guests get the best possible shopping experience. Other tasks include helping bring in donations, restocking and tidying the boutique, managing the door to sign in guests, etc. Roles in the department include boutique greeter, floor assistant, sorter, essentials personnel and boutique coordinator.

Kitchen:

- Tasks in this department include sorting through canned goods, dishwashing, making snack packs. Along with that we need volunteers to help with serving coffee, treats, lunch and assisting in programming. Roles in this job include kitchen helper and server.

Facilities and Maintenance Assistant:

- Various general duties around the center include organizing storage space, picking up/unloading donations, painting, general building maintenance, etc. Other duties involve keeping the center clean and tidy throughout the day by cleaning bathrooms, washing floors and walls, picking up garbage inside and around the building, etc.

Administrative Assistant:

- Assist with various administrative tasks such as filing or organizing files, photocopying, data entry, graphic design, making phone calls, sending, or receiving mail, etc. Administrative volunteers will require a semi-formal interview with Management to ensure that skills align with duties being completed.

Housing Support:

- Will work under the direction of Housing Support staff to provide some or all of the housing program objectives. The time requirements of these volunteer positions are to be worked out with the housing support staff. Due to the complex nature of the role, Housing Support volunteers will be required to submit a resume and be invited to interview with the Housing Team prior to being accepted as a volunteer.

Special Events

- Carmichael has many events & fundraisers throughout the year, and we rely on volunteers to help assist with the more significant events. This can be anything from running the front gates, selling 50/50 tickets, serving food and drinks etc.

Call list

- Not sure what your schedule will look like? Well, not to worry! The call list is perfect for you. When a volunteer shift becomes available that hasn't been filled by regularly recurring volunteers, we will send an email to those on our call list to find someone to fill the slot. Respond quickly, for it's a first-come, first-serve basis.
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Contact Information

Contact Information

Date: _____

Name: _____

Basic Information:

Address: _____ Apt/Unit #: _____

Postal Code: _____

1st Telephone #: _____ Circle One: Cell Phone / Home Phone

2nd Telephone #: _____ Circle One: Cell Phone / Home Phone

Email Address: _____

Emergency Contact information #1:

Name: _____

1st Telephone #: _____ Circle One: Cell Phone / Home Phone

2nd Telephone #: _____ Circle One: Cell Phone / Home Phone

Email: _____

Emergency Contact information #2:

Name: _____

1st Telephone #: _____ Circle One: Cell Phone / Home Phone

2nd Telephone #: _____ Circle One: Cell Phone / Home Phone

Email: _____

Medical:

Do you have any medical conditions (including allergies) that we should be aware of? Please list.



Volunteer Questionnaire

1. Why would you like to volunteer with Carmichael Outreach?

2. Briefly describe any skills, abilities, education, and experiences you have that might be useful with volunteering at Carmichael Outreach:

3. Which departments are you interested in volunteering in? Select one or more. (Page 2)

- Boutique Kitchen Facilities and Maintenance Administrative
 Housing Support Worker Special Events

****For details on each volunteering departments please see page. 2**

4. How often would you like to volunteer?

- Once a week Couple times a week Bi-weekly Monthly Semi-monthly

| Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|---------|-----------|----------|--------|----------|
| | | | | | |

****If you plan on volunteering on a regular week to week basis, please fill out your availability below, otherwise leave this section blank.**

5. How did you hear about Carmichael?

- Friend Coworker Online Social Media Other: _____

6. Would you like to be placed on a call list in case Carmichael needs last-minute volunteers? Shifts will be sent by email and on a first-come, first-serve basis.

- Yes No



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Letter of Confidentiality

It is the policy of Carmichael Outreach Inc. that volunteers may not disclose, divulge, or make accessible confidential information belonging to, or obtained through their affiliation with Carmichael Outreach to any person (including other employees, volunteers, or board members) for any reason, other than to persons who have a legitimate need for such information and to whom Carmichael Outreach has authorized disclosure, and when the information is explicitly required to perform daily duties.

Confidential information includes any information pertaining to Carmichael Outreach operations or stakeholders involved in operations (such as clients, guests, volunteers, staff members, board members, donors, partners, etc.). Some examples of information that generally is considered confidential and/or privileged includes: private, personal, or identifying information about Carmichael Outreach employees, volunteers, board members, or service users; client, volunteer, and employee records; personnel files; planning documents; business and legal negotiations; anonymous donor records; and any matters discussed in meetings.

Volunteers must ensure that client privilege for confidentiality is respected, and must not share any information that relates to clients/guests, even identification of who they are, except under circumstances that expressly require it.

Conversations in public places, including the coffee room, hallways, and front and back exterior of the building, should be limited to matters that do not pertain to information of a sensitive or confidential nature.

Any breach of confidentiality, particularly with malicious intent, can be grounds for immediate termination or dismissal from volunteering.

I (*please print name*) _____ read and understand this policy.

Signature:

Date:



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Removal of Goods from Carmichael Outreach

Our generous community regularly makes donations of items such as clothing, household wares, footwear, toys, books, food, and other items. These items, once received by Carmichael Outreach., are the sole property of Carmichael Outreach until appropriately and fairly claimed according to the policies laid out in receiving donations. The people who use our services will be the priority when it comes to claiming and receiving items, and this rule will be strictly and protectively enforced. Theft is a crime, and at Carmichael Outreach is especially intolerable as the items we receive are donated for the benefit of those who need them.

When donated items are received, they will go to the boutique sorting room. Once sorted, they will be designated for the Boutique, the Housing Support Program, Community Living, or the garbage (if not suitable for use). Volunteers are not to put items aside for themselves.

Volunteers are allowed to take home one bag of donated items in exchange for a full day of work. Bags must be approved by the Volunteer Coordinator, Reception, or Management.

Volunteers who take more than their daily allotment without permission will be prohibited from volunteering for an amount of time determined by the Volunteer Coordinator or Management.

ITEMS TAKEN MUST COME FROM THE BOUTIQUE FLOOR, NOT THE SORTING ROOM.

I (*please print name*) _____ read and understand this policy.

Signature:

Date:



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Criminal Record Check

Date: _____

To Whom It May Concern:

This is a letter verifying that _____ is volunteering at Carmichael Outreach Inc. Please supply a criminal record check for this volunteer so they can partake in our volunteer program and assist in our service delivery.

Please feel free to contact me if you have any questions, comments or concerns.

Sincerely,

Bettyann Cox
Chief Executive Officer, Carmichael Outreach Inc.
