

VOLUNTEER HANDBOOK

BUILDING COMMUNITY, TOGETHER



January 1, 2017

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STATEMENT OF PRINCIPLE FOR VOLUNTEER ENGAGEMENT

The Oaklands Community Association (OCA) invites people from all backgrounds, cultures, skills and experience to join us in making our vision of a welcoming, engaging and sustainable community where all members can live, learn and thrive, a reality.

INTRODUCTION TO OAKLANDS COMMUNITY ASSOCIATION

VISION

A welcoming, engaging, sustainable community where all members can live, learn and thrive.

MISSION

Strengthening the Oaklands community by providing programs, services and resources for its residents, businesses and visitors.

ORGANIZATIONAL STRUCTURE

The Oaklands Community Association is a registered charity under the governance of a volunteer board and the operational direction of an executive director supported by a staff of up to 30 people. Volunteers play an essential role in many of our program areas and events in both leadership and supporting roles.

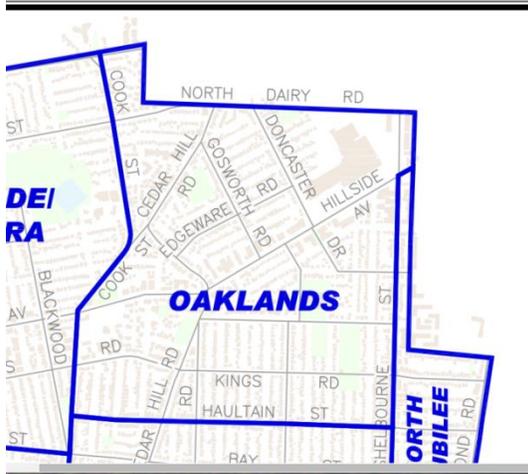
For information or support contact

Hazel Lyder, Community Development Coordinator

Telephone: 250 370 9101

Email: community@oaklandsca.com

The Oaklands Community



The Oaklands Community Centre is a central hub of activity for the Oaklands neighbourhood, the area between Cook Street, Haultain Street, Shelbourne Street and North Dairy Road.

At the Oaklands Community Centre we offer a wide range of **recreation programs**, high quality **daycare** and **out of school** programs and camps, **youth drop-in** programs, a vibrant seasonal **farmers' market**, health, wellness and learning seminars for everyone.

We also organize and host many **special events** including our annual Easter "Eggstravaganza", a hip and funky "Local Love" live music event, Breakfast with Santa and a festive holiday feast for Seniors, a youth Glow Snow Ball, and an Oktoberfest feast with local brew and live foot-stomping dance music

Our full array of programs, special events and initiatives is outlined in detail in our semi-annual Program Calendar which is distributed widely throughout the whole community. Detailed information is also on-line at

www.oaklandscommunitycentre.com

Oaklands Neighbourhood House is the home of our wonderful **Little Acorn Care Centre** which is licensed for 40 children in the 2.5 – 5 year age group. There are two rooms; the smaller 'Red Room' licensed for 16 children with thematically based, structured programming and a larger 'Green Room' licensed for 24 children with an emergent, self-directed curriculum.

Volunteers are the backbone of all these programs and events!

Our Facilities



Oaklands Community Centre



Oaklands Neighbourhood House

WHAT WE DO

Programs

Youth

We are proud to offer a variety of free or low cost activities for youth of all ages including our **Flip Out Friday** drop-in and our Out & About program, as well as floor hockey and the **Youth Leaders in Training**, a program for youth aged 14 – 18 to participate in two weeks of leadership and job-readiness training followed by a four week volunteer placement in a local summer camp.

Recreation

Programs vary from drop-in playgroup, to Yoga for Kids; French for Beginners to Zumba etc. Oaklands aims to offer courses that better the physical and mental health of its participants while creating a safe space for community gatherings.

Community Development

Community Dinners

Each month, September through June, we extend a warm invitation to Oaklands residents to join us for our Community Dinner on the last Sunday of the month. Admission is by donation, the food delicious and the atmosphere congenial.

Community Garden

With food security and community building in mind, the Oaklands Community Association is working with an engaged group of volunteers to plan and build a viable, community oriented garden which we envision as a community gathering spot where food literacy and environmental education opportunities will unfold for families and individuals.

Neighbourhood Wide Garage Sale and Oaklands Street Party

Each year 50 plus households participate in our community wide garage sale that coincides with our Annual Street Party at Haultain Corners featuring live music, great food, activities for children and much more.

Neighbourhood Initiatives

We are always on the look-out for new opportunities and ideas to engage with the vibrant Oaklands community. Got an idea? Please let us know how we can help.

Oaklands Sunset Market

About the Market

The Oaklands Sunset Market is a weekly outdoor market that runs every Wednesday from June to September and offers a tantalizing array of local fresh food, live music, and community events together with a fun beer garden and a chance to meet your neighbours. The market hosts up to 50 vendors and owes much of its great reputation to the strong and committed volunteer team who make it all happen.

Out of School Care and Spring/Summer/Winter Camps

The Oaklands Community Associations runs a before and after school care program as well as day camps on Pro-D days and school breaks. We provide a positive atmosphere in which children can develop self-esteem, confidence and social awareness. Our focus is to encourage and facilitate physical and mental well-being. We offer a warm, safe and welcoming environment so children's time here is fun and memorable. Volunteer positions are available from time to time.

Facilities

The Oaklands Community Association has large and small meeting and play spaces available for private and community needs including one with a commercially licensed kitchen.

“Everybody can be great. Because anybody can serve. You don't have to have a college degree to serve. You don't have to make your subject and your verb agree to serve.... You don't have to know the second theory of thermodynamics in physics to serve. You only need a heart full of grace. A soul generated by love.”

~ Martin Luther King, Jr. ~

OCA'S COMMITMENT TO ITS VOLUNTEERS

Selection

The first step is to complete an application form via our website. Click on "Be a Dear and Volunteer" and you see our current volunteer vacancies. Contact the Community Development Coordinator by phone or email and you will be provided with an application form and invited to an informal interview.

References may be required depending on the role to be undertaken.

For all roles in which a volunteer works directly with children a satisfactory up-to-date Criminal Record Check must be submitted prior to the start date. We provide the letter to submit at your local police station following the initial interview.

Volunteer Development Plan

Volunteers will be provided with the opportunity to attend a general orientation to the Oaklands Community Association and / or will be provided with on-the-job training by their supervisor as well as be invited to attend meetings and offered support as required by the role and the needs of the individual volunteer.

Feedback

Volunteers are encouraged to provide feedback directly to their supervisor on an ongoing basis or by appointment with their supervisor. Feedback is also very welcome by phone or email.

Continued Engagement

Oaklands staff is committed to fostering positive, mutually beneficial relationships with volunteers on an on-going and consistent basis.

Volunteers will be kept informed about important developments within the organization and are treated as respected and valued team members.

Volunteers are encouraged to respectfully voice opinions and make suggestions.

Volunteers will be invited to participate in applicable staff meetings and Oaklands Community Association events when appropriate.

Letters of Reference

After a minimum of 40 hours of service, volunteers will be supplied with a Letter of Reference from their supervisor when requested.

Recognition

The Oaklands Community Association is committed to acknowledging the contribution made by volunteer team members on an on-going basis both formally and informally. Formal recognition events will be hosted by the program coordinator as well as the organization as a whole at such events as at the Annual General Meeting in April of each year.

OCA EXPECTATIONS

Professionalism

Volunteers are para-professionals and held to a high standard by the Oaklands Community Association. All volunteers are expected to treat all clients, customers, staff, other volunteers, and community members with respect at all times. Any areas of conflict or difficulty are to be referred in a timely way to their supervisor. Dress code expectations will be addressed by the program supervisor. Training and support around communication and engagement will be provided as needed.

Accountability

Once a volunteer has been assigned a role with the Oaklands Community Association they will be provided with a position description and a direct supervisor will be assigned. The supervisor will oversee the training and orientation and offer guidelines and direction on standards of performance. If a volunteer has concerns about their own ability to perform the assigned tasks or any other program concerns, they are asked to bring these concerns to the attention of their supervisor, or assigned designate, or another member of the Oaklands staff team, as soon as possible.

Confidentiality

Volunteers working in any of our child and youth programs are expected to keep names and details of children and families confidential and will be asked to sign a confidentiality agreement that binds them in perpetuity.

In turn, volunteers can expect the Oaklands Community Association to keep their personal details private and confidential, including their application form and all screening, training and evaluation documents. Success stories are shared with the entire organization in annual reports, newsletters and in a variety of other creative ways.

Volunteer Resignation and Termination Policy

Volunteers are requested to give at least two weeks' notice of intention to resign, by email or phone, to their supervisor or to the Community Development Coordinator.

If a volunteer is not meeting the expected standards of performance they can expect some or all the following interventions:

- informal in-the-moment verbal correction from a supervisor
- increased support to enhance performance
- direction to cease duties in the moment and/or indefinitely
- a request to attend an evaluation and assessment interview with the aim to improve performance or consider reassignment to a different role

Staff Contact Information:

Out-of-School Care Coordinator Cindy Allen	OSC@oaklandsca.com	250 370 9101
Markets and Special Events Coordinator Phoenix Bain	markets@oaklandsca.com	250 370 9101
Executive Director Traci Fontana-Wegelin	ed@oaklandsca.com	250 370 9103
Community Development Coordinator Hazel Lyder	community@oaklandsca.com	250 370 9101
Facilities Coordinator Sandy Robertson	facilities@oaklandsca.com	250 370 9103
Little Acorn Day Care Centre Coordinator Nicole Skoreyko	littleacorn@oaklandsca.com	250 370 9103
Programs and Communications Coordinator Erin Henneberry	programs@oaklandsca.com	250 370 9101

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