CANADIAN CODE FOR VOLUNTEER INVOLVEMENT

PUTTING THE CODE INTO ACTION

CCVI
The Canadian Code for
Volunteer
Involvement

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PUTTING THE CODE INTO ACTION

The **Canadian Code for Volunteer Involvement (CCVI)** is widely recognized as a symbol for championing effective volunteer engagement and support in non-profit organizations. The core components of the CCVI are: value of volunteer involvement, guiding principles for volunteer involvement and organizational standards of practice.

Putting the Code Into Action is a resource designed to help organizations implement each of the ten standards of practice in the Canadian Code for Volunteer Involvement (CCVI).

The CCVI is intended to provide guidance to an organization rather than detailed instructions. Each organization will have to consider how to implement the standards of practice according to its circumstance, while achieving the intent of the Code. In reviewing this resource, you may find that not all the suggested steps apply to your organization, or that your organization has additional practices in place that are not listed. We hope you will share your innovative ideas with us, so that we can update the resource for all users.

Other Volunteer Canada Resources

As a member of Volunteer Canada, organizations can also use the Code Audit Tool to assess the effectiveness of their volunteer involvement practices by identifying organizational strengths and prioritizing areas for further development. The Code Audit Tool can be used as part of a process to formally adopt the Canadian Code for Volunteer Involvement. It can also be used to review volunteer involvement strategies and practices by organizations that have already adopted the CCVI. For more information, go to **volunteer.ca/audit**.

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> *The Board of Directors and senior staff acknowledge, articulate and support the vital role of volunteers in achieving the organization's purpose and mission. Volunteer roles are clearly linked to the organization's mission.*

Board Involvement

☐ The board of directors, leadership volunteers and staff acknowledge, articulate and support volunteers in achieving the organization's purpose and mission.

☐ The board of directors adopts and shares a statement declaring the vital role that volunteers play in helping to achieve the organization's mission.

☐ The board of directors approves the overall strategy for volunteer involvement that supports inclusion, diversity and accessibility.

☐ The board of directors regularly reviews the organization's volunteer involvement goals.

☐ Board members see themselves as volunteers.

Planning and Resources

☐ Volunteers are involved in the organization's planning process.

☐ Volunteer roles are clearly linked to the organization's mission.

☐ A budget is allocated for volunteer involvement.

☐ Inclusive space and accessible equipment are allocated for volunteers to perform their roles as required.

☐ Appropriate insurance is in place to address volunteer and organizational liability.

STANDARD 2
Human Resources

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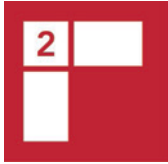
The organization has an integrated human resource management approach that includes paid employees, students and volunteers. Volunteers are welcomed and treated as valued and integral members of the organization's human resources team. Support for volunteer involvement includes providing appropriate resources.

☐ The organization has a planned approach for volunteer involvement. It includes linking volunteer roles to achieving the mission, providing the appropriate human and financial resources to support volunteer involvement and establishing policies for effective volunteer management.

☐ Individuals are engaged according to their abilities, skills and interests.

☐ Staff are given training and support to engage and work effectively with volunteers.

☐ Most policies and practices apply equally to all people in the organization. Some exceptions include compensation and recognition.

☐ Input from volunteers in the organization's planning and evaluation processes is welcomed and solicited.

☐ Volunteers are provided with opportunities to develop within the organization.

☐ Volunteers are included as equal members of the human resources team in a *one workforce* approach.

☐ The organization has a clearly designated individual(s) with appropriate qualifications responsible for supporting volunteer involvement.

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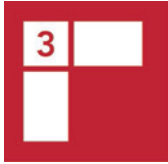
The organization adopts a policy framework and administrative procedures that define and support the involvement of volunteers. The organization has the required resources in place and has designated a qualified individual(s) responsible for supporting volunteer involvement. Standardized documentation, records management practices and procedures follow current relevant legislation.

- ☐ The organization's policy framework defines and supports the involvement of volunteers.

- ☐ Operational policies are in place, reviewed regularly and incorporate current volunteer involvement trends and good practices.

- ☐ Policies and procedures support inclusion, accessibility and diversity and are followed consistently and equitably.

- ☐ Policies and procedures are consistent with applicable national and provincial/territorial legislation.

- ☐ Policies and procedures are communicated to all staff and volunteers, and are available in a variety of accessible formats.

- ☐ The organization has a clearly designated individual(s) with appropriate qualifications responsible for supporting volunteer involvement.

- ☐ A job description is developed for the designated individual(s) and reviewed regularly.

- ☐ The performance of the designated individual(s) is reviewed regularly and includes feedback from both staff and volunteers, as appropriate.

- ☐ The designated individual(s) works with all staff to ensure they are prepared and supported to engage and work effectively with volunteers.

☐ A budget is allocated for volunteer involvement.

☐ Volunteer management systems are in place to support, and track volunteer involvement.

☐ Inclusive space and accessible equipment are allocated for volunteers to perform their roles as required.

☐ Appropriate insurance is in place to address volunteer and organizational liability.

☐ Records management practices and procedures are aligned with current relevant legislation.

STANDARD 4
Evaluation Tracking, Measuring and Reporting

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> *The organization measures and evaluates the effectiveness of its volunteer involvement strategy in helping to support its mandate. An evaluation framework is in place to assess the performance of individual volunteers and gauge volunteer satisfaction. Standardized documentation, records management practices and procedures track and record volunteer involvement.*

- [ ] The impact of the volunteer involvement strategy is evaluated to ensure the needs of the organization are met. This includes both the social and economic value and impact of volunteer involvement.

- [ ] Performance goals for the volunteer involvement strategy are established and assessed annually.

- [ ] The impact of volunteer involvement is shared internally and externally as appropriate. Demonstrating and sharing the benefits of volunteer involvement are important to the organization, its key stakeholders, funders, volunteers and the community.

- [ ] The board of directors and/or senior management reviews the volunteer involvement strategy regularly to ensure it supports the organization's mission.

- [ ] Volunteer involvement is evaluated to ensure the needs and goals of the volunteers are met.

- [ ] Volunteers are able to give feedback to the organization about their involvement, through accessible formats.

- [ ] The performance of individual volunteers is assessed on a regular basis.

- [ ] The impact of a volunteer's contributions is shared with the volunteer.

- [ ] Volunteers are asked to complete an exit interview to learn about their unique experiences. Participation in an exit interview is voluntary.

☐ Records are kept for each volunteer, in electronic or hard copy format, using a confidential, secure system that respects the privacy of personal information.

☐ Practices related to information collection, storage and removal are reviewed regularly.

☐ Statistical information about volunteer involvement is regularly shared with staff and volunteers in the organization.

☐ The organization stays informed on current legislation, Human Rights Codes and other relevant guidelines for records management, privacy, access to information and confidentiality practices.

Volunteer roles contribute to the mission of the organization and clearly identify the skills and abilities needed. Volunteer roles involve volunteers in meaningful ways that reflect their skills, needs, interests and backgrounds. Volunteer recruitment incorporates a broad range of strategies to reach out to diverse sources of volunteers.

Volunteer Roles

☐ The person responsible for volunteer involvement works collaboratively with staff, the local volunteer centre and other organizations to ensure the effectiveness of the volunteer engagement strategy.

☐ Volunteer roles contribute to the mission or purpose of the organization and involve volunteers in meaningful ways that reflect the skills, interests, needs and experience of the individual.

☐ The level of risk is assessed and minimized for all volunteer roles.

☐ Volunteer roles are developed to reflect the needs of the organization and the needs of volunteers, incorporating a range of approaches and reflecting current trends. Volunteer roles may be developed by the organization or by the volunteer.

☐ Volunteers and staff (including bargaining units of unions, where applicable) are consulted when developing new volunteer roles. They periodically review roles to ensure relevance and value.

☐ Volunteer roles have written descriptions that include duties, responsibilities, skills and abilities needed and time required. Descriptions also include benefits to the volunteer, the organization and the community. These are available in a variety of accessible formats.

☐ Whenever possible, flexible volunteer opportunities are provided. This can include virtual volunteering, volunteering with a partner, single task volunteering, regularly scheduled volunteering and accommodating timelines.the organization.

Recruitment

☐ Volunteer recruitment incorporates internal and external strategies to reach out to diverse communities.

☐ Recruitment messages are realistic and clear about the volunteer roles and expectations.

☐ A variety of techniques and channels are used to recruit volunteers online and offline.

☐ Recruitment strategies are broad-based, inclusive and accessible.

☐ Recruitment messages may invite volunteers to discuss their skills and interests.

☐ Recruitment messages indicate that screening procedures are followed by the organization and lists the specific verification processes required for each role.

☐ Matching volunteers to the right role is based on requirements of the role, pre-determined screening measures as well as interests and needs of the volunteer.

☐ Recruitment, communications materials and tools use accessible language and diverse imagery to reflect that the organization welcomes volunteers of all abilities.
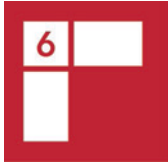
Risk management procedures are in place to assess, manage and/or mitigate potential risks to the volunteers, the organization, its clients, staff, members and participants that may result from the delivery of a volunteer-led program or service. Applicable Health and Safety protocols are followed. Each volunteer role is assessed for level of risk as part of the screening process.

- ☐ All volunteer roles and activities are assessed for risk factors on a regular basis.

- ☐ Procedures and processes are identified and implemented to manage or mitigate the risk factors associated with volunteer activities.

- ☐ Volunteers are fully informed of the potential for risk and receive training to manage or mitigate the risk factors.

- ☐ Volunteers are able to give feedback to the organization about risk factors.

- ☐ Staff establish appropriate procedures and processes to ensure program quality standards are achieved.

- ☐ Applicable Health and Safety protocols are followed.

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The organization has a clearly communicated and transparent screening process in place. It is aligned with the risk management approach and consistently applied across the organization. This may involve a Vulnerable Sector Check when vulnerable populations are involved. See Volunteer Canada's 10 Steps of Screening.

☐ The organization has a clearly communicated and transparent screening process in place that aligns with the risk management approach and is consistently applied across the organization.

☐ The screening process may involve a Police Records Check or Vulnerable Sector Check as determined by the volunteer role.

☐ Screening continues throughout the volunteer's involvement with the organization.

☐ Policies relating to screening practices are developed, adopted and clearly communicated to staff and volunteers.

☐ All screening practices are updated to reflect current standards and applicable legislation.

☐ The organization uses a variety of screening strategies and tools that support inclusion, diversity and accessibility.

☐ All volunteer roles are assessed for level of risk. The assessment is based on the role, not the individual in the role.

☐ Screening tools reflect the level of risk of the volunteer role.

☐ Screening practices are applied consistently with no exceptions.

☐ *Volunteer Canada's 10 Steps of Screening* provide more details.

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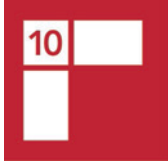
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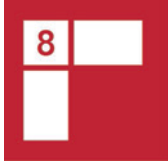
> *Volunteers receive an orientation to the organization, its policies and practices, appropriate to each role. Each volunteer receives training specific to their volunteer role and their individual needs.*

- [ ] Orientation and training are provided using accessible language in a diversity of formats such as E-learning, visuals, text, verbal explanations, mentor or buddy system.

- [ ] Opportunities for feedback from participants are built in to orientation and training activities to ensure that information and/or instructions have been understood.

- [ ] Each volunteer is provided with an orientation to the organization, including its history, mission, vision and structure, and to their position's relationship to the organization.

- [ ] Volunteers receive orientation to the policies and procedures of the organization. Orientation also includes an introduction to the people and places of the organization.

- [ ] Volunteers receive information on the policies and procedures specific to their role.

- [ ] Each volunteer receives training specific to their role and the individual needs of the volunteer.

- [ ] Volunteers are given adequate training to perform their role without putting themselves or others at risk.

- [ ] Volunteers are informed of the boundaries and limits in their roles and within the organization.

- [ ] Volunteers have access to training opportunities to upgrade their skills and adapt to changes in the organization, as required.

Volunteers receive the level of support and supervision required for the role and are provided with regular opportunities to give and receive feedback.

- [ ] Volunteers receive an appropriate level of support or supervision based on the complexity and risk of their role.

- [ ] Volunteers are matched to their role and introduced to their supervisor at the start of their involvement.

- [ ] The performance of volunteers is reviewed on a regular basis.

- [ ] Where appropriate, check-ins with volunteers and clients are used to assess volunteer performance.

- [ ] Volunteers understand and respect the boundaries related to their roles.

- [ ] Support and supervisory processes and tools are accessible, inclusive and available in a variety of formats.

- [ ] Situations requiring corrective action or dismissal follow policies, procedures and applicable labour legislation fairly and consistently, while respecting the privacy, safety and dignity of all concerned.

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The organization acknowledges the contributions of volunteers using a range of recognition tools and activities that reflect the needs of the volunteer. The value and impact of volunteer contributions are understood and acknowledged within the organization and communicated to the volunteer. See Volunteer Canada's 2013 Volunteer Recognition Study and PREB.

☐ The contributions of volunteers are regularly acknowledged with formal and informal methods of recognition.

☐ Senior management acknowledges the involvement and impact of volunteers, both internally and externally.

☐ The organization communicates the value and impact of volunteer contributions to the volunteer.

☐ A variety of volunteer recognition tools are offered, according to the needs of the volunteer.

☐ The organization identifies how volunteers want to be recognized by learning about their motivations and interests.

☐ Recognition is appropriate to the volunteer role and arrangement, and respects the volunteer's wishes.