



Thank you for learning about the CVC Flying Squad and how the Flying Squad supports the community and local upcoming events.

This package includes the following information:

- Introducing the CVC Flying Squad (How the CVC Flying Squad works)
- What to expect from organizations when volunteering, and what they should expect from you – Rights and Responsibilities
- Volunteer Agreement forms x2 – please sign one for our records
- Media (photo) release form x2 – please sign one for our records
- Confidentiality / Privacy statements - please sign for our records
- Volunteer Assignment Log – for you to keep track of your volunteer hours
- Criminal Record Check for persons over 18

Please contact us anytime if you have any questions.

Tel: 604 529 5143 Fax: 604 540 2290

Email: [lheinrich@volunteerconnections.net](mailto:lheinrich@volunteerconnections.net)

Lynn Heinrich

We wish you every success with your volunteer experience!

## INTRODUCING THE CVC FLYING SQUAD



Community Volunteer Connections (CVC) has members (not-for-profit agencies or organizations) which need volunteers for special events and sometimes we often get last-minute requests for a community event that needs more help. We have many requests from individuals, families and groups looking for short-term volunteer opportunities with flexibility to match their interests and schedule.

To respond to both these needs, CVC developed the Flying Squad – a squad of enthusiastic volunteers connected to their community, bringing time, energy and passion to great causes! The Flying Squad membership has grown to become a group of 100 + volunteers, available to not-for-profit agencies or organizations and festival planners in the Tri-cities and New Westminster.

Every month, the CVC Flying Squad supports local events and recruits new volunteers to the squad. Also, if you choose; you can spend your time volunteering with your friends and/or family.

You will get an email or phone call from us whenever we receive requests for volunteers to share their skills, their help and support. This email will tell you: **'What'** the event is about and **'Who'** is hosting and organizing the event **'When'** and **'Where'** the event will be held

So all you need to do is check your email and see if it is something that you want to be a part of and volunteer! Then if you can help, you would let me know, so that the co-ordinator of the event can contact you with more details.

For volunteers, CVC Flying Squad membership provides opportunities to:

- Contribute meaningfully to their community
- Get to know a variety of community organizations and local opportunities
- “Find their passion” as volunteers

For agencies and festival planners in the Tri-Cities and New Westminster, the CVC Flying Squad will:

- Help support innovative events by having a ready-made squad of volunteers available
- Increase volunteer management skills and confidence by working hands-on with volunteers through CVC

We look forward to supporting your volunteering and working with you soon; and thank you for being part of our mission to promote volunteering across the Tri-Cities and New Westminster as a way to enhance the quality of life in our communities.



## Past, Future and Current Events...

Event	Organization
Street Carnival	Purpose Society
PoCo Pride	Port Coquitlam
Hike for Hospice	Crossroads Hospice
Fashion Show	New Westminster Lions Club
Fingerling Festival	Port Moody Ecological Society
Trivia Night	Dogwood Pavilion
Mothers Day Tea	Port Moody Museum
Mother Day at the Korean Pavilion	Coquitlam Farmers Market
Coquitlam Farmers Market	Vancouver Children's Festival to help with Coffee & Crafts
Dessert Tea Auction	Eagle Ridge Hospital Aux
Gardening	Kwikwetlam First Nation
Teddy Bears Parade	Coquitlam Farmers Market
Senior's Info & Seminar	In My Back Yard - Miriam
Family Carnival	Burquitlam Lions Care
AGM Photographer	Share Family & Community Services Society
St Jean Baptiste Day	Place Maillardville
Golden Spike	Golden Spike
Golden Spike	Share Family & Community Services Society
Tiny Tummys (at IKEA)	Share Family & Community Services Society
Como Watershed Festival	Como Watershed Group
Spooktacular	Community Living
Salmon Festival	Hyde Creek Watershed
Volunteer Festival	Various Non-Profit Organizations
Christmas Hampers	Food Bank
Feel the VIBE Night	Youth Matters
Terry Fox Run	Terry Fox Foundation
CPR Holiday Train	CP Rail/ SHARE
Light the Lake	Douglas College Foundation



## A Volunteer Has Rights and Responsibilities

We at *Community Volunteer Connections* believe that while providing valuable community services, volunteering should yield a variety of rewarding experiences for the volunteer. In order to achieve these desired results, mutual respect and understanding must be attained between the volunteer and the agency to whom he/she is responsible. The following guidelines are meant to help make this mutual understanding more easily attainable.

### Volunteers Have the Right:

- \* To be Heard
- \* To be Recognized
- \* To be Treated as a co-worker
- \* To Receive training for the job
- \* To be Given a suitable assignment
- \* To Receive enabling funds when needed
- \* To be Given sound guidance and direction
- \* To be Given promotion and a variety of experiences
- \* To Know as much about the organization as possible
- \* To Have regular evaluation of his/her volunteer performance

### Volunteers Have the Responsibility:

- \* To carry out duties promptly and reliably
- \* To maintain Loyalty to the community group with which he/she volunteers
- \* To accept the guidance and decisions of the Coordinator of Volunteers
- \* To maintain the dignity and integrity of the community service with the public
- \* To be sincere in the offer of service and believe in the value of the placement
- \* To be willing to learn and participate in orientation, training programs, meetings, and make a commitment to ongoing training as needed
- \* To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of a volunteers responsibility and placement



## COMMUNITY VOLUNTEER CONNECTIONS FLYING SQUAD VOLUNTEER AGREEMENT

**We at Community Volunteer Connections (CVC) believe that while providing valuable community services, volunteering should yield a variety of rewarding experiences for the volunteer. In order to achieve these desired results, mutual respect and understanding must be attained between CVC and all of our volunteers. This agreement is to assure you of our appreciation of your services and to help make this mutual understanding more easily attainable.**

### **Our Agreement to our Volunteers**

At Community Volunteer Connections agree to commit to the following:

1. To provide information, training, and assistance to the volunteer, in order for them to be able to meet the responsibilities of their volunteering.
2. To provide support to the volunteer, and offer feedback on performance
3. To respect the skills, dignity, and individual needs of the volunteer.
4. To treat the volunteer as an equal partner within CVC, jointly responsible for completion of the organizations goals and the fulfillment of its mission.

### **Our Volunteer's to Agreement to us**

At Community Volunteer Connections we ask our volunteers to agree to commit to the following:

1. To perform volunteer duties to the best of one's ability, and positively represent the CVC Flying Squad, as well as the host organization.
2. To adhere to both the CVC and Host Organisation's policies and procedures.
3. To accept the guidance and decisions of the Coordinator of Volunteers
4. To be willing to learn and participate in orientation, training programs, meetings, and make a commitment to ongoing training as needed.
5. To meet the time and duty commitments, except in exceptional circumstances, or to provide adequate notice so that alternative arrangements can be made.
6. To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of a volunteers responsibility and placement.

Volunteer Name: (print) \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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12. To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of a volunteer's responsibility and placement.

Volunteer Name: (print) \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Media, Photo and Video Release Form

I, \_\_\_\_\_, give Community Volunteer Connections my expressed written permission to use my or my minor child's image for promotion purposes. I understand that the interview material, video footage and/or picture(s) will be used for printed material, visual display, video and/or DVD presentation or on their website. I also understand that these images will only be used for promotional, fundraising, orientation or informational purposes that will be made available to the general public.

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Name (please print)

Signed

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Signed (To be signed by Parent or Guardian for those under 16)      DATE

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Staff

---

Date



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Staff

Date



# COMMUNITY VOLUNTEER CONNECTIONS FLYING SQUAD POLICY ON CONFIDENTIALITY

Fraser North - Community Volunteer Connections Society recognizes each individual's right of privacy in relation to the services that our organization provides.

All information relating to a client, staff member, or volunteer must be treated as confidential; this information may be written, verbal or in another form. This confidentiality extends to everything volunteers and staff learn in the exercise of their duties.

Client, staff or volunteer information is privileged and is not to be shared with anyone other than a current staff member of Fraser North - Community Volunteer Connections Society, and then only as necessary to carry out the assigned duties.

Any misuse of client, staff, or volunteer information shall be considered breach of confidentiality and will be cause for disciplinary action to be taken by the Program Coordinator and/or Executive Director, and/or Board of Directors.

All CVC Flying Squad volunteers must also comply with the confidentiality policies of the Host Organization that they are visiting.

## **FRASER NORTH - COMMUNITY VOLUNTEER CONNECTIONS SOCIETY'S AGREEMENT ON CONFIDENTIALITY**

I have read the Fraser North - Community Volunteer Connections Society's "Policy on Confidentiality" as stated above. I understand and agree that in the performance of my duties with Fraser North - Community Volunteer Connections Society, I must hold client, staff, volunteer, and specified information in confidence. Further, I understand that intentional or involuntary violation of this confidentiality may result in the termination of my association with the Fraser North - Community Volunteer Connections Society.

\_\_\_\_\_  
Name (Please print)

\_\_\_\_\_  
Name of Supervisor (Please print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Supervisor's signature

Date \_\_\_\_\_

Date \_\_\_\_\_



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Signature

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