

Welcome and Introduction!

Volunteering for Newcomers: How to get started

*Generous support provided by the Ministry of Citizenship
and Immigration (MCI) Ontario's Community Builders*



About Pillar

- **Established in 2001**
- **Voice for the nonprofit sector – 236 members**
- **3 Pillar**
 - **Private (Business)**
 - **Public (Government)**
 - **Nonprofit Sector**

We provide leadership, advocacy, and support to the nonprofit sector through the promotion of volunteerism, professional development, networking and information sharing.





What does volunteering mean to you?



Volunteerism



"There were a lot of occasions when I felt very happy about what I was doing. And proud."

Julien Lapointe
Former Grade 9 student



What is a charitable organization or charity?

- Type of registered nonprofit organization (NPO)
- Registered with the Canada Revenue Agency –
 - tax-deductible receipts if you donate money or gifts
- Helps the community
- All resources go back to the organization

e.g., Canadian Cancer Society



What is a nonprofit?

- Helps the community
- May be registered as a nonprofit corporation nationally or provincially
- All resources go back to the organization

e.g., London Short Film Showcase Inc.

What is a service club?

- Type of nonprofit organization
- Promotes fellowship among its members and is devoted to the principle of volunteer community service

e.g., Knights of Columbus, Rotary Club or Kiwanis Club

Volunteerism in Canada



Which country has the second largest nonprofit workforce in the world?

Which country is the second most charitable in the world?

Canada



Volunteerism in Canada, cont'd

A WAY OF GIVING ...

- When you volunteer, you give part of yourself – your time, energy, skills and feelings.
- You give to your family and friends, to your neighbours, to your community.
- Sometimes you are giving to people you don't know, to people thousands of miles away.

Volunteerism in Canada, cont'd

To volunteer in Canada means to understand that the hard work of volunteers allows our communities to offer us all of the services we take for granted.

Volunteers in Canada help make it the country you chose to come to, to build new lives.

Volunteering is an important part of Canadian history.



Volunteerism in Canada, cont'd

In Canada we have a set of labour laws that protect people, but in many other countries these laws do not exist and people can be forced to work for no pay.

Source: “The Meaning of Volunteering”
– Pillar Nonprofit Network



What is volunteerism?

Informal volunteering is:

- offering to help out a friend, family member or neighbour
- happens in little ways every day
- offering time, energy and skills of one's own free will
- no pressure
- receiving no financial payment

What is volunteerism?

Formal volunteering is:

- an organized process usually with a charity or nonprofit organization that runs like a business
- involves an application and screening process
- most beneficial for gaining Canadian work experience
- offering time, energy and skills of one's own free will
- no pressure
- receiving no financial payment

How many volunteers are there in Canada?

- A. 5.6 million volunteers in Canada
- B. 11.8 million volunteers in Canada
- C. 1.1 million volunteers in Canada
- D. 24.3 million volunteers in Canada

How many hours are contributed by volunteers?

- A. 6 billion volunteer hours in Canada
- B. 55 million volunteer hours in Canada
- C. 2 billion volunteer hours in Canada
- D. 24.3 million volunteers in Canada

Nonprofits in Canada



Nonprofits in London

How many nonprofits and registered charities are in London?

1,200

How many Londoners volunteer (percentage)?

59%

If you were to add up all the hours volunteers in London contribute how much would it be (hint millions of \$)?

\$672 million a year



Where in London can I volunteer?

- Over 1,200 nonprofit & charitable organizations
- 87 sports groups
- Over 200 churches or religious organizations
- 150 different branches of service clubs
- 80 childcare and 200 senior's care facilities
- 100 local labour organizations consisting of over 30,000 members
- Numerous professional associations

For Volunteer Opportunities Visit:
www.pillarnonprofit.ca



Why do you want to volunteer?

Active Citizenship

Practice your English

Life long volunteering

Gain Canadian work experience

Meet Canadians & expand your
social network



How do volunteers benefit the community?

- Link with community
- Bring experience and knowledge
- Bring different perspectives
- Build support and awareness
- Keep organizations accountable
- Bring passion and enthusiasm
- Help us accomplish our goals
- Provide needed “extra hands”



3 Steps to Getting Started

→ Define your interests.

What causes or issues matter the most to me?

What don't I want to do as a volunteer?

Do I want to work alone or as part of a group?

→ Define your skills.

What am I good at?

Do I want to learn new skills or share my current skills?

→ Define your availability.

What kind of time commitment can I make?

Do I want an ongoing or short-term assignment?



What should you expect?

Like applying for a job, you should expect:

- ☑ Application Form
- ☑ Interview
- ☑ Reference Checks
- ☑ Vulnerable Position Screening or Police Record Check
- ☑ Volunteer Orientation & Training
- ☑ Evaluation
- ☑ Recognition

Cover Letters & Resumes

- an application form
- but you might be asked to submit a cover letter or resume



You can submit the same resume for a volunteer position as you would for a paid position

References & Interview

- Someone who can speak about your experience, work ethic and suitability for a particular position
- Former supervisors, Customers & vendors, Colleagues, Professors, Religious leaders
- Do you have the skills and attitude the organization is looking for and will you fit well with their employees and other volunteers?
- This is a chance for you to find out if this is a place where you would enjoy working.

What will be expected of You?

Like in a paid job you will be expected to be:

Professional

Enthusiastic

Punctual

Willing to Learn

Reliable

Respectful

Committed

What are the rewards?

- ✓ Contribute to your community
- ✓ Gain hands-on work experience in a Canadian work environment – build your resume and get references
- ✓ Discover career options
- ✓ Discover your strengths & talents
- ✓ Apply your skills & interests
- ✓ Meet new people

Tips for Success

- Spend some time thinking about what you want to do
- Make a good first impression
- Take time to learn your duties so you can do your best
- Call ahead if you must be late or miss a shift
- Be clear with the organization about what your needs are and the benefits you hope to receive from volunteering
- Always remember that you are there to help others

HAVE FUN!



What kinds of things can I do?

Committee work



Help with animals



arts & crafts

Help with seniors,
children, and/or
persons with
disabilities

Sports &
recreation

Help out at
community
/religious or special
events



What kinds of things can I do?

- Bowling Coach/Cooking Program – Community Living London
- Event Coordinator - Canadian Paraplegic Association Ontario (CPAO)
- Fitness Instructors – Hutton House
- Guidance Tutors - Learning Disabilities Association Of Ontario
- Office Assistant - The Canadian Hearing Society
- Ward Visitor - Regional Mental Health Care
- Scrabble Club - Independent Living Centre London & Area

Where can you find local opportunities to volunteer and get information?

- www.pillarnonprofit.ca & click on “Volunteer Now”
- www.thelondoner.ca
- Your local school, church, synagogue, mosque or religious institution
- Local community centre, seniors’ centre, nursing home
- Sports leagues at school or in the community
- Service club, summer or holiday camp
- Local library, museum, theatre



FEATURES

THE BOARDWORX EXECUTIVE DIRECTOR PROGRAM

Event Date: May 27, 2008

Pillar presents: BoardWorx, a program of Altruvest Charitable Services that focuses on enhancing the governance skills of senior staff in the charitable sector. May 27 & 28.

[continue reading »](#)

CITI EXECUTIVE DIRECTOR & NONPROFIT LEADER BREAKFAST

Event Date: June 13, 2008

Join us for the second in the series of 2008 Citi Executive Director & Nonprofit Leader Breakfasts, co-hosted by Pillar Nonprofit Network and Nathan Garber & Associates.

[continue reading »](#)

About Pillar Nonprofit Network

Pillar Nonprofit Network supports nonprofit organizations in fulfilling their missions in London and area. We provide leadership, advocacy and support to the nonprofit sector through the promotion of volunteerism, professional development, networking, and information. [More »](#)

Volunteering

[Volunteer Now](#) **GO**
[Learn More](#) **GO**

Member Community

[Learn More](#) **GO**
[Member Login](#) **GO**
[Join Now](#) **GO**

Spotlight



Pillar Community Innovation Awards: Call for nominations

[More »](#)



Pillar Nonprofit Network -> Volunteer Member Site - Windows Internet Explorer

http://www.pillarv.com/

Pillar Nonprofit Network -> Volunteer Member Site

User Name:

Password: [Login](#)

[My Profile](#) [My Opportunities](#) [My Calendar](#) [Create a Profile](#)

PILLAR
nonprofit network

Volunteer Services

[Search Opportunities](#)

Volunteer Services

Search Opportunities

Search for Volunteer Opportunities.

Search our database of volunteer opportunities posted by our member organizations. [More...](#)

Create an online profile.

Don't have a profile yet? Click here to create your Pillar Volunteer Profile. This will allow you to use our unique matching system to help you find your ideal volunteer experience. You'll also be able to keep track of your opportunities and use an online calendar. [More...](#)

Already have an online profile?

Access your volunteer profile here. [Logon...](#)

Done Internet 100%

Pillar Nonprofit Network -> Volunteer Member Site - Windows Internet Explorer

http://www.pillarv.com/index.php?rp=sch

Pillar Nonprofit Network -> Volunteer Member Site

My Profile My Opportunities My Calendar Create a Profile

Search Opportunities

Search by: Latest Posts

Select Latest Posts: All Active Posts

Opportunities Found: 80

Opportunity	Organization	Expires
ATN Lab Assistant	ATN for Persons with Disabilities	2008-12-11
Adaptive Technology Tutor	London Public Library	2008-11-01
Administration-Volunteer	London Occupational Safety And Health Information	2008-07-31
Adult Volunteer KidCoaches	Future Possibilities Canada	2010-06-30
Art Tour Guide	Museum London	2008-06-30
Bicycle Helmet Fitting	Brain Injury Association of London & Region	2008-05-31
Board Member	London and District Distress Centre	2008-09-30
Board Member	London Interfaith Counselling Centre	2008-06-01
Book Buddies	London Public Library	2008-11-01
Bookstore Volunteer - The Library Store	Friends Of The London Public Library	2008-09-01
CPA Events and Fundraising Committee	Canadian Paraplegic Association Ontario (CPAO)	2008-12-31
Call Volunteer	London and District Distress Centre	2009-03-31
Clerical Support - Food Bank	The Salvation Army - Centre Of Home	2008-06-30

Internet 100%

Great
volunteer
opportunities
here

Recreation Support

Boys' & Girls' Club of London

Recreation Support

Volunteer Program:

Description: We are looking for enthusiastic volunteers who enjoy working with children to support our rec programs. The position involves providing a safe and fun atmosphere for our kids (supervision) as well as participating in recreation programs to provide our members with a fun experience. This is a flexible position that requires a minimum commitment of 2 hours per month.

This is a Board of Directors position: No

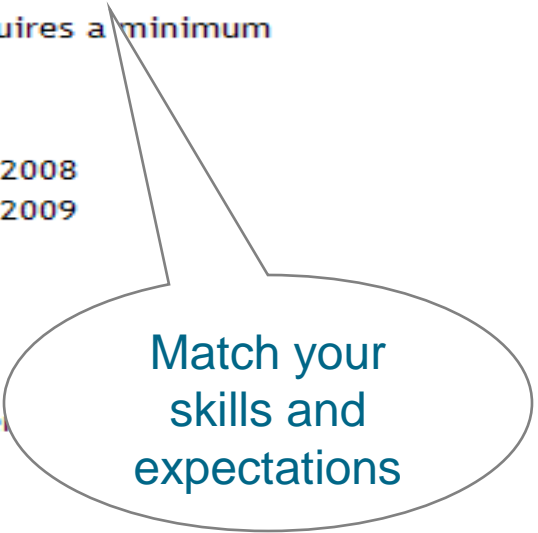
Opportunity Registration Date:	October 20, 2008
Opportunity Expiration Date:	October 20, 2009
Length of Commitment:	
Number of Hours Needed Weekly:	2
Minimum age required:	14

Additional Training Provided:

Training and Orientation session mandatory for all volunteers

Additional Training Required:

Additional Opportunity Information:



Match your skills and expectations

Print...

Close

Office Assistant

Single Women In Motherhood Training Program (SWIM)

Additional Opportunity Information:

Location

Address Information

Street Address:

City: London

Province: ON - Ontario

Postal Code:

Travel Directions /

Description of Location:

Contact Information

Name: Chantal

Position: volunteer coordinator

E-mail: swim.volunteer@gmail.com

Web Site: www.singlewomeninmotherhood.com

Day Phone: 519-432-5454

Evening Phone:

Fax:

Contact the organization by email or by phone

Print...

Close

Goals

- Think about what you learned in today's session
- List 1 or 2 goals about how you will use this information in the future
- You goals can include:
 - how your thoughts about volunteering changed
 - something new you learned
 - ideas about the type of volunteer work you would like to do

Thank you !

Pillar Nonprofit Network

www.pillarnonprofit.ca



Volunteering Best Practices

A volunteer has the right to:

- Be properly interviewed, selected, and be provided with a position description.
- Be provided with a position description.
- Be provided with information on the organization's mission, policies, structures and funding.
- Be assigned tasks and duties that are worthwhile and challenging, with the freedom to use existing skills and develop new ones.
- Be provided with proper orientation and ongoing training.
- Receive sound guidance and direction from someone who is experienced, willing, and who has the time to invest.
- Be treated with dignity and respect as a co-worker.
- Have the chance to offer suggestions and to be heard.
- Have personal information kept confidential.
- Be provided with regular feedback and evaluation of his/her performance.
- Work in a safe environment and refuse any task that he/she feels is unsafe.
- Be covered by organizational insurance while performing volunteer duties.
- Be appropriately recognized for a job well done.

A volunteer has the responsibility to:

- Accept a volunteer position that she/he believes in and that will meet her/his interests and available time.
- Ensure she/he understands the organization's policies, structures and mission.
- Act with professionalism, respect, and integrity when dealing with individuals and agencies.
- Consult with the supervisor when unclear on policy, appropriate action, or directions given.
- Acknowledge the need for training and evaluation by participating fully in each process.
- Accept advice and direction from the supervisor.
- Work as a member of the team.
- Share ideas enthusiasm, feedback and suggestions.
- Respect and uphold confidentiality.
- Keep abreast of organizational changes.
- Inform the supervisor promptly if she/he cannot come to volunteer.
- Refuse gifts or tips from the recipients of the services provided by the organization she/he is volunteering with.

Source: The Volunteer Centre of Guelph-Wellington



Why Volunteer?

Benefits to Volunteer

Develop & share skills

When you volunteer, you gain skills and knowledge that may help you get paid work. You also develop/refresh qualities useful in all workplaces: punctuality, dependability, the ability to work on a team and the ability to handle pressure. Then there are your self-management and work-readiness skills. Everyone needs practice and refresher courses in decision making, problem solving and leadership. You may also have the opportunity to share your skills with others and help an organization by providing them with expertise they did not previously have access to.

Gain work experience

Do you have Canadian work experience? If not, where are you going to get it? You can't get the experience employers want if you can't get a job in the first place... right? Wrong! Volunteer positions provide hands-on learning experience. They give you the experience and qualifications necessary to develop a resume and portfolio.

Find out about the work world

How are you going to find out which job environment is right for you?

Volunteer. You'll discover the realities of the Canadian work world. You'll gain practical knowledge about organizations and how they work on a day-to-day basis.

Enjoy better health

Volunteering can give your mind, soul, heart, and body a jump-start! You'll be happier and healthier and have a purpose and greater sense of self-satisfaction. Volunteering can even lower your stress level, heighten your immune system and help you sleep better at night. Many people report feeling healthy and content as a result of their volunteer activities.

Gain self-confidence

One advantage of volunteering is that you get practice adjusting to new situations, people and experiences. The more practice you get, the greater your self-awareness and self-confidence. You develop the confidence you need when faced with new situations involved in looking for paid work.

Discover your strengths and talents

Volunteering can reveal hidden talents. You may be able to assume responsibilities or take on challenges you didn't know you were capable of.

Explore career options

You've got the ability, but what about the suitability? Volunteering gives you a chance to discover whether or not you're really suited to a particular line of work.

Tackling a volunteer position will ease the transition between moving to a new country and working here. And if you've been working and you want to try something new, take a volunteer position to test the waters before you jump into a new career.



Build a sense of independence

Volunteering empowers you. Many volunteer positions require you to act independently and take initiative. Such positions give you a sense of control over your own life: you set your goals, make your choices and follow your routines. When you know your capabilities, you have the power to change your life and the lives of others.

Expand your social circle

Ask some volunteers why they work without pay. They'll probably say they work for the fun of it. Yes, volunteering is usually fun. Remember, volunteers have chosen their positions carefully and are appreciated for their contributions. They're doing something for the love of it.

Volunteer at a music festival and you'll meet people who love music. Volunteer at a hospital and enjoy the rewards of giving comfort. Volunteer with a community theatre and exercise your talents – not just in acting, but in lighting, sound, construction, directing, costumes, makeup, sales and promotion.

Learn to market yourself

Marketing your best assets will be easier after filling out job application forms and going to interviews in the volunteer world.

Contribute to your community

At some point in their lives, nearly everyone will access some form of service or program offered by a charitable organization. Volunteering with a charity is a way to contribute to the community and make it possible for them to offer these services.

Network for success

As a volunteer you'll meet people from all walks of life and communities. Introduce yourself and let people know what you're interested in and good at. You'll establish relationships you might not otherwise build. All of this is networking and it's the key to finding work. The more people you meet, the greater your chances of finding the work you want.

Network every chance you get. Each new person you meet through your volunteer work – a supervisor, client, supplier or committee member – is a potential lead to new career opportunities. Make sure that the person knows who you are and what you can do. And don't forget to network with other volunteers – their recommendation or tip can be the key to a job.

Find a mentor in your volunteer organization. Following the footsteps of someone with experience and know-how can fast-track you through the paid employment door.

Networking doesn't require a lot of fancy footwork, but it will help you get a step ahead of the competition.

Source: "Volunteering Works!" – Volunteer Canada



Know & Grow Your Skills

SKILLS AREA	SKILLS	I AM GOOD AT	I WOULD LIKE TO DEVELOP
Communication	Reading – writing – talking – listening – questioning – explaining – resolving conflicts – persuading – teaching		
Leadership	Making decisions – directing/supervising – initiating – planning – organizing – coaching		
Teamwork	Serving – assisting – cooperating – facilitating – advising/counselling – supporting – collaborating – following – helping		
Critical Thinking	Problem solving – investigating/researching – assessing – analyzing – synthesizing		
Numeracy	Counting – calculating – measuring – estimating – budgeting – sorting – filing – scheduling – classifying		
Problem Solving	Assessing – adapting – collaborating – visioning – tracking trends – researching		
Organizational	Managing information – managing multiple responsibilities – administering – scheduling – coordinating – planning		
Technical	Using computers – operating equipment – maintaining equipment – constructing – repairing – building		
Self-Management Skills	Assessing – adapting – risk-taking – managing time – learning – managing money – being self-directed – building relationships – managing stress – collaborating – personal marketing		
Creative	Creating/inventing – designing/displaying – improvising/experimenting/adapting – performing/entertaining – drawing/painting/sculpting – writing/playwriting/composing		

Time & Availability

What are some other commitments that will affect when and how you are able to volunteer?

How will you work around these?

What's your schedule like? When are you available? Place an X in the time slots you could volunteer.

	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Morning							
Afternoon							
Evening							



Ontario

Sample Reference List

Your Name
Address
City, Province Postal Code
Phone, Cell Phone
Email

Reference List

Karen Smith
Human Resources Manager
ABC Company
Address
City, Province Postal Code
Phone
Email

George Brown
Manager
XYZ Company
Address
City, Province Postal Code
Phone
Email

Jane Dolan
Volunteer Manager
123 Agency Address
City, Province Postal Code
Phone
Email



Basic Volunteer Readiness

A person is considered ready to volunteer if he/she demonstrates the ability to meet the requirements of the volunteer position chosen, with reasonable accommodations.

A volunteer:

*Understands what it means to volunteer:
Not paid work, won't lead to same job being paid;
Is a worker at the agency, but unpaid;
Important role, helps the agency fulfill its mandate.*

Has an appropriate motivation to volunteer (know why you want to do it!)

Has a clean and neat appearance

Is able to follow the dress code requirements of the placement agency:

*Good personal hygiene practices;
Understands rules of how to dress for work at a particular agency.*

Has appropriate social interaction:

*Polite;
Willing to follow directions;
Understands appropriate social and physical boundaries –
volunteer accepts correction if s/he brings up personal issues that
are not related to volunteering, or personal space;
Uses appropriate language (no swearing, labeling, racial slurs, etc.);
Not aggressive or confrontational.*

Is reliable and prompt:

*On time for appointments;
Calls if sick or unable to attend appointments/commitments;
Has reference contacts that will confirm reliability.*

Is committed to the volunteer task

Is able to do the basic tasks of the volunteer position (goals differ from position to position, but are usually stated in position description or during interview):

Goal is to be an effective volunteer, able to do the task.



Language Abilities

Written and oral communication

- Must be sufficient to complete application and interview process;
- Must meet expectations for the position;

Skills and Interests

- Understand own strengths and weaknesses (areas of strength and areas which need development);
- Identify skills and talents that can be shared with an organization;
- Identify interests that you want to pursue

Applications & Screening

Cover Letters

- Honestly and accurately represent goals, interest in organization and position, and personality;
- Are neat and contain no mistakes;
- Contain contact information.

Resumes:

- Honestly and accurately represent education, work and volunteer experience, and skill set;
- Are neat and contain no mistakes;
- Can be verified by contacting references.

Interview Checklist

- Know the organization name and mandate;
- Review and practice possible interview questions;
- Prepare questions to ask at the interview;
- State interest in the organization and specific volunteer position;
- Be prepared to discuss contents of cover letter and résumé;
- Have references and copies of résumé ready;
- Be neat in appearance;
- State appreciation for the interview.

On the Job

Once you have the position:

- Know your rights and responsibilities;
- Be familiar with workplace ethics;
- Respect confidentiality.

