



# Helping Hands

Helping Hands Society of Cochrane and Area

## Volunteer Orientation

# Welcome

- ▶ Welcome to the Helping Hands Team! We are so grateful that you have decided to join us in making Cochrane a vibrant, caring and supportive community.
- ▶ As you go through these pages, we hope you learn a bit more about our organization and gain a better understanding of your role. **This is your Volunteer Orientation.**
- ▶ We believe that our volunteers are ambassadors for our organization. Because of the important role you play, we want you to have clarity around your interactions with our clients, the community and us.
- ▶ Selecting yes at the end of this module means you confirm that you have reviewed the Volunteer Orientation and agree to follow the Standards of Conduct during your time as a volunteer with Helping Hands Society of Cochrane and Area (HHSCA).

# Mission and Vision

## **Mission:**

- ▶ The Helping Hands Society of Cochrane and Area (HHSCA) links people who help with people who need help. Helping Hands volunteers fill unmet human needs and strengthen community.

## **Vision:**

- ▶ The HHSCA enables faith groups, community groups and local citizens to serve and connect with their neighbours through volunteerism, making Cochrane and surrounding area a vibrant, caring and supportive community.

# Who helps us achieve our mission?

- ▶ HHSCA is governed by a Board of Directors. The Board is responsible for the highest level of decision-making and holds the legal authority for the organization. In addition, it defines the parameters within which our organization carries out its work.
- ▶ Our staff: an Executive Director, a Programs Manager, a Food Security Programs Manager and a Food rescue Coordinator. The staff are responsible for volunteer management, client requests, communications, program development and marketing.
- ▶ You: all the “hands on work” with our clients and in the community is done by generous volunteers...like you!

# Our Programs & Volunteer Opportunities

- **Caring Neighbours Program** - errands, assistance after surgery, companionship, handyman tasks, downsizing assistance, organizational help
- **Movers with Heart** - helping with small moves within Cochrane
- **Volunteer Driver Program** - driving to medical appointments and essential outings
- **Summer Do Crew** - lawn care & seasonal yard clean up
- **Snow Helpers** - snow removal
- **Community Food Drives** - collection of food donations in Cochrane & Western Rockyview to support the local food bank(s)
- **Free Food Shed** - daily caretaking and food rescue
- **Meals On Wheels** - weekly pick up of pre-ordered meals from Calgary
- **Meal Teams** - volunteer groups make home-made meals for local families in crisis
- **Community Check In** - connecting and supporting isolated members in the community through phone calls or text messages

# Volunteer Standards of Conduct

As a volunteer with the Helping Hands Society of Cochrane and Area, I agree to:

- ▶ Create a safe and comfortable, non-judgmental environment. Treat all Society employees, volunteers, and community members with respect, courtesy, and dignity.
- ▶ Abuse or inappropriate treatment of clients, family members, staff or other volunteers will not be tolerated by me or by Helping Hands.
- ▶ To disclose any such incident if it is believed a wrongdoing towards a client or a volunteer has occurred.
- ▶ Volunteers shall act honestly and ethically while in the performance of their volunteer duties.
- ▶ Communicate effectively with HHSCA staff and express a general willingness to help.
- ▶ Act in the best interest of HHSCA and its clients without any intention of obtaining direct or indirect benefit.
- ▶ To keep my volunteer profile data and contact information as current as possible.

# How we will support you

- ▶ Offer open communication and be readily available to address any concerns.
- ▶ Be organized and accurate, offering detailed volunteer role descriptions.
- ▶ Create safe, predictable environments for you to volunteer in.
- ▶ Set client expectations for a respectful and favourable outcome.
- ▶ Communicate volunteer impact through monthly newsletters.
- ▶ Provide training and learning opportunities.
- ▶ Build a supportive volunteer network, providing appreciation and opportunities to meet, mingle and collaborate with other volunteers.
- ▶ Offer feedback opportunities to ensure that we can empower you and improve your experiences while volunteering.

## Next steps...

Besides the following volunteer policies you've already agreed to when you registered through the MyImpact Volunteer Portal:

1. Communications Consent
2. Media Consent

You were also asked to complete our:

1. Confidentiality Policy & Agreement
2. General Waiver of Liability

This is all basic vetting for each of our volunteers. You may also be required to obtain an RCMP vulnerable sector check or other screening/eLearning module requirements depending on which roles you volunteer for. We will notify you (via email) if more information is required.



**For more information on Helping Hands and our social media connections please visit:**

 [www.helpinghandscochrane.ca](http://www.helpinghandscochrane.ca)

 [@helpinghandssocietycochrane](https://www.facebook.com/helpinghandssocietycochrane)

 [@helpinghandssocietycochrane](https://www.instagram.com/helpinghandssocietycochrane)

