

TCCSA Volunteer Guidelines:



1. Reference Check:

- a) Volunteers currently attending school are required to provide a reference letter from school, either by a teacher or a guidance counselor.
- b) Volunteers who have completed school are required to provide a criminal record check only if they will be doing volunteer work with children and/or senior citizens.

2. Training:

- a) There will be a probationary period of 4.5 hours for all new volunteers. After this period, the supervisor (staff-in-charge) may deem who will continue in the volunteer training.
- b) Please note that lunch time is not included in the calculation of volunteer hours.

3. Transportation Allowance:

- a) Transportation allowance of two tickets (for every 4.5 hours) will be provided by TCCSA. In addition, volunteers should keep a record of their duties in the volunteer record book. The transportation allowance is calculated and issued on a monthly basis.
- b) There is no transportation allowance for the first 40 hours of volunteer service.
- c) Transportation allowance for Ontario Works recipients will be reimbursed by Ministry of Community & Social Services.
- d) Transportation allowance not claimed within 3 months after our notification will be treated as donations to TCCSA.

4. Letters of Acknowledgement:

- a) Volunteers must complete a minimum of 20 hours of volunteer service to be eligible. A letter of acknowledgement will be provided to volunteers only if requested.
- b) High School Students: Students volunteers who wish to complete their school requirement of community involvement must also complete a minimum of 20 hours before TCCSA can sign the school document and/or issue a letter of acknowledgement.

5. Letters of Reference:

- a) Volunteers must complete a minimum of 117 hours of volunteer service to be eligible. A letter of reference will be provided to volunteers only if requested. In other cases, a letter of acknowledgement can be provided to state the accumulated number of volunteer hours at the time of request.
- b) Records of volunteer hours will be kept on file at TCCSA for ten years from the last day of service.

6. Certificate of Recognition:

A certificate of recognition will be awarded to volunteers who have committed a minimum of 117 hours of volunteer service at TCCSA regularly for one year. This certificate will be awarded at our Annual General Meeting.

310 Spadina Avenue, Suite 301, Toronto, Ontario M5T 2E8
888 Dundas Street East, Unit B6-1, Mississauga, Ontario L4Y 4G6
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Fax: (416) 351-0510
Fax: (905) 615-0622
Fax: (905) 948-9997
Fax: (416) 502-2900

Website: www.tccsa.on.ca



7. Dress Code:

All volunteers are preferred to have a neat and tidy appearance. Volunteers are asked to avoid wearing tank tops, short shorts/ skirts, or flip-flops. Volunteers should wear a volunteer badge while volunteering at TCCSA.

8. Lunchroom Facilities:

There is a lunchroom at the office equipped with a microwave oven and teapot. Volunteers should have their lunches in the lunchroom and are discouraged from bringing food into the office area.

9. Commitment:

All volunteers are expected to be punctual. Volunteers must provide their supervisor with advanced notice if they cannot make it to their volunteer shift. Volunteers who are absent **THREE TIMES** without advanced notice will result in the deletion of the past 3 months of volunteer hours.

10. Insurance Policy:

All registered volunteers are covered by TCCSA's insurance policy while volunteering at TCCSA. Under the insurance policy, volunteers must only be completing volunteer work that has been scheduled by TCCSA. However, volunteers should still take great precaution in avoiding any property damage, loss or personal injury during volunteer work.

11. Assigned Tasks:

- a) During special events for TCCSA, volunteers may be notified about the opportunity to work in different offices (Markham, Mississauga, and Toronto) or at other locations. These opportunities will proceed once agreed upon by both the volunteer and supervisor.
- b) Volunteers should try their best to finish the assigned task within a reasonable time period. In any circumstances, TCCSA staff is happy to assist all volunteers. If problems arise, volunteers should ask for assistance immediately.
- c) Volunteers will be assigned to training in order to fulfill the following tasks:
 - Fax, photocopy, data entry, news releases, writing, computer/typing, newspaper pickup and clipping, drawing, decorating, telephone inquiry, registration, deliveries, setup/tidy-up activities, etc.
 - Other assignments include (but are not limited to) helping out in the volunteer training, agency promotion, and assisting clients and frontline workers in organizing joint functions and inter-agency activities.

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TCCSA Volunteer Regulations:



1. Volunteers are subject to the coordinator or staff-in-charge.
2. All volunteers must report to the supervisor when arriving and leaving the office.
3. Schedule changes are acceptable with advanced notice to the immediate supervisor.
4. Collection of fees is allowed only with the permission or instruction of staff-in-charge. Money collected must be passed on immediately to the staff-in-charge.
5. Volunteers are not allowed to issue official receipt with their signature.
6. Volunteers are not allowed to provide promises or commitments to the public without permission or instruction from staff.
7. All client information CANNOT be released.
8. Office equipment for private use is not allowed. Permission must be granted prior to the use of office equipment.
9. No commercial selling or promotion within the office.
 - Should volunteers have any concerns, comments, feedback or complaints, they are encouraged to discuss with their immediate supervisor as early as possible.
 - TCCSA reserves the right to add/amend any of the rules and regulations stated herein without any further notice.

I, _____, fully understand and agree to comply with all of the above terms/rules.

Signature: _____

Date: _____

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