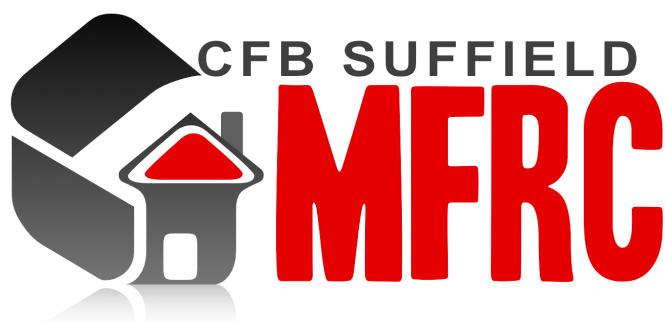


Volunteer Handbook



SUFFIELD MILITARY FAMILY RESOURCE CENTRE

WELCOME AND OVERVIEW

Welcome to the Suffield MFRC team!

This handbook is designed to assist you in your volunteer leadership efforts. Should you have any questions, please contact the Volunteer Coordinator (403.544.5567) for more information.

Thank you for making this commitment to enhance our community, may your volunteer experiences be rewarding, meaningful and fun!

Suffield Military Family Resource Centre (MFRC)

Mission Statement: To provide a responsible and collaborative service delivery for our military families.

Vision: Confident, self-sufficient, resilient families in a supportive CFB Suffield Community.

Values: Confidentiality, Integrity, Respect and Empathy

Mission of the Military Family Services Program

To promote and facilitate community-based military family services that strengthen Military Forces families and communities.

Goals of the Military Family Services Program

- To help families of military members manage the stresses associated with the unique characteristics of the military lifestyle.
- To enhance the quality of life in military communities by supporting personal, family and community development.
- To foster the active and meaningful participation of families—and in particular, civilian spouses of military members—in the development, delivery and evaluation of military family services.
- To contribute to the operational effectiveness of the military by strengthening families and communities.

In 1984 the Military Policy Planning Board 'approved in principle' the need to develop a system of support for families in response to concerns raised by spouses of military members. In 1987, the 'Family Support Program' project was initiated to respond to the rising concerns, and was mandated to address the needs and issues outlined by military families. In June 1992, the 'Military Family Support Program' (MFSP) was formally established within DND to provide a coordinated, consistent approach to military family support at all Canadian Forces Base locations.

The Suffield MFRC is an independent charitable organization that is incorporated to operate under the governance of a volunteer Board of Directors.

The objective of the Military Family Support Program is "to promote health and well-being; provide needed information and referrals; assist in the prevention of individual, family and community breakdown; buffer lifestyle stresses and generally enhance the quality of life of families". The aim is achieved at the local level through professional staff and volunteers working at MFRC's at all Canadian Forces Bases and foreign bases that employ CF personnel. To date there are over forty Centres in operation in Canada and abroad.

Organization of the MFRC

An incorporated and elected Board of Directors whose membership is comprised of 51% volunteer civilian spouses of Canadian Forces members, as mandated by DMFS, governs the MFRC at CFB Suffield. The remaining members are a combination of military, ex-military, British, and ex-officio members. This formula ensures that there is an inherent partnership between the MFRC and the Canadian Forces. The Base Commander and BATUS Commander each appoint an ex-officio representative on the Board to ensure information and support is reciprocal.

CFB Suffield is a unique community in that CFB Suffield hosts two-lodger units, British Forces (BATUS), and members of the Defence Research and Development Canada (DRDC). The Board of the MFRC has recognized the unique integration of the community's membership and has reflected this within their by-laws and constitution. The result is that all members of the community have a representative voice on the Board who contributes equally to the development and evolution of the MFRC.

Under the program guidelines in effect as of April 2005, Suffield MFRC has, and will continue to focus services in the areas of:

- Volunteer Leadership and Community Development
- Personal Development and Community Integration
- Child and Youth Development and Parenting Support
- Family Separation and Reunion
- Prevention, Support and Intervention

CODE OF ETHICS

All volunteers sign a Code of Ethics. Compliance with this agreement is a condition of their participation as a volunteer. Failure to maintain confidentiality may result in corrective action or immediate termination of the volunteer's position with the Suffield MFRC.

OUR HISTORY

GOAL OF THE VOLUNTEER PROGRAM

To support the MFRC in achieving its' mission and goals.

To enhance quality of life through opportunities for community involvement, personal growth, skill development and volunteer recognition.

VOLUNTEER PLACEMENT AND SUPPORT

Volunteers are matched to positions based on their goals, interests and skills. All volunteers have a clearly identified Staff Supervisor for guidance and support. Volunteers are encouraged to talk to their Staff Supervisor or the Volunteer Coordinator if they have any questions or concerns about their work or want to change assignments. The MFRC uses written volunteer job descriptions to assist in placement and support. If no volunteer position exists that is a good match for a volunteer, the Volunteer Coordinator can provide referrals to other organizations or consider developing a new position.

ATTENDANCE

The Suffield MFRC makes every effort to set up a work schedule that is convenient for the volunteer and matches their availability to the type of tasks or schedules that exist at the Centre. In return, the MFRC expects that volunteers will show up at their scheduled time. When a volunteer cannot fulfill his/her time commitment, they are expected to notify the Supervisor ASAP. If childcare has been booked, the volunteer is responsible for cancelling the bookings.

SCREENING AT THE MFRC

MFRC volunteer applicants will be screened in a manner appropriate to the volunteer position for which they have applied.

Screening procedures are determined according to:

- a. The vulnerability of persons with whom the volunteer will be involved,
- b. The requirements of the position; and
- c. The nature of the relationship between volunteer and client.

All volunteers are required to have a police record check. Volunteers must bring completed checks back to the Volunteer Coordinator for processing. Some positions will also require the completion of a services intervention record check. If a current volunteer wishes to move into a position that requires a higher level of screening, he/she will be expected to fulfill the additional requirements.

Costs associated with these checks for volunteers will be paid by the Suffield MFRC. Should the results of the check indicate there may be a history, the volunteer will be expected to provide full disclosure on this issue. If the volunteer refuses to provide full disclosure, his/her participation as a volunteer will be terminated.

SCREENING POLICY

Screening of all staff ~ paid and unpaid ~ is an integral part of the Suffield MFRC's risk management plan. Screening begins at the application stage and continues throughout the interview, orientation, training and supervision process.

The Suffield MFRC utilizes both police record and child abuse registry checks with volunteers and staff.

DRESS CODE

Volunteers should dress appropriately for the work they will be doing. As representatives of the organization, volunteers, like staff, are responsible for presenting a professional image to the community.

The MFRC is a low scent office and we ask that you respect the effects wearing scents can have on others, with possible health issues. Please refrain from using strongly scented perfumes and lotions when volunteering.

SAFETY

Volunteers must follow fire or evacuation procedures outlined/posted in the Centre and should follow staff out of the building to the designated meeting place when the fire alarm is sounded. Volunteers should inform their Staff Supervisor of situations where they feel unsafe so that the situation can be addressed ASAP!

CHILDCARE

To remove barriers to volunteering, the MFRC Kiddie Kare Program provides morning childcare, free of charge or subsidized (depending on volunteer placement), to volunteers who require care for their children aged 3 months-3 years (childcare is available only during a volunteer shift). At the time of orientation, the Volunteer Coordinator will explain the current fee/subsidy structure available to the volunteers.

FEEDBACK/EVALUATION

Volunteers provide and receive annual feedback about their work, and also give feedback through an exit survey when they leave. This information exchange assists the volunteer and Suffield MFRC in finding ways to improve and develop; ensure the goals/needs of the Centre are being met and/or provide needed updates to job descriptions. Written volunteer job descriptions and success measures form the basis of annual reviews from volunteers and staff.

RECOGNITION

The MFRC offers volunteers recognition and appreciation in a variety of ways (ie. annual volunteer appreciation dinner in late spring, gifts, cards, etc.). Written reference letters (for employment purposes), school credit and copies of any checks may also be requested from the Volunteer Coordinator.

REIMBURSEMENT OF EXPENSES

Volunteers will only be reimbursed for expenses that have been pre-approved by their Staff Supervisor or Volunteer Coordinator.

CORRECTIVE ACTION

In some situations, corrective action may be required. Corrective action could include additional training or re-assignment of volunteer to a new position. Volunteers have the right to expect:

- supportive and constructive criticism
- clear details regarding inappropriate or unsatisfactory performance/behaviour
- suggestions regarding what and how to improve
- time and opportunity to demonstrate improvement after each stage

TRAINING POLICY

Volunteers can expect to receive the specific on-the-job training that will provide them with the information and skills they need to do the job successfully. Additional training opportunities may be available to volunteers to enhance their skill levels. Educational opportunities may focus on training for the volunteer's current volunteer job, or they can be of a more general nature that will enhance the individual's personal and/or professional development. The volunteer coordinator will notify volunteers when a training opportunity arises.

DISMISSAL

Dismissal is only used as a last resort and applied when other available and appropriate approaches have been attempted and failed. Dismissal of volunteers will normally follow the MFRC's policy on corrective action. Grounds for dismissal may include, but are not limited to, the following:

- breach of confidentiality
- gross misconduct or insubordination
- being under the influence of alcohol or drugs
- theft of property or misuse of agency equipment or materials
- abuse or mistreatment of clients or co-workers

VOLUNTEER OPPORTUNITIES

- Study Group Leader
- Coffee Talk Assistant
- Neighborhood Buddy
- Child/Youth Assistant
- And a variety of other options!

STAFF/FACILITY DIRECTORY

Executive Director/Prevention, Support & Intervention Coordinator:
Leila Phillips BSW, RSW, MA(403) 544-5519
Email: leila.phillips@gmail.com

Deputy Director/Employment & Education Coordinator:
Kerry Goldring RPR, CMP, RPT(403) 544-5538
Email: mfrc.employment@gmail.com

Community Programs/Volunteer Leadership Coordinator:
Stacey Dobson.....(403) 544-5540
Email: mfrc.programcoord@gmail.com

Child & Youth Services Coordinator/Site Navigator:
Becky Verishine.....(403) 544-5533
Email: mfrc.childandyouth@gmail.com

Family Separation & Reunion Coordinator/Financial Administrator:
Carole Meehan.....(403) 544-5539
Email: suffield.deployment@gmail.com

Information & Veteran Family Program Coordinator:
Elaine Giles.....(403) 544-5517
Email: mfrc.information@gmail.com

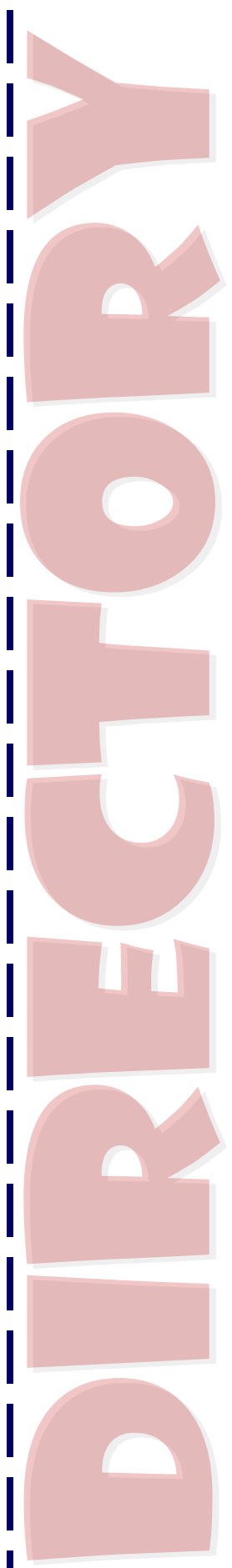
Kiddie Kare.....(403) 544-5535

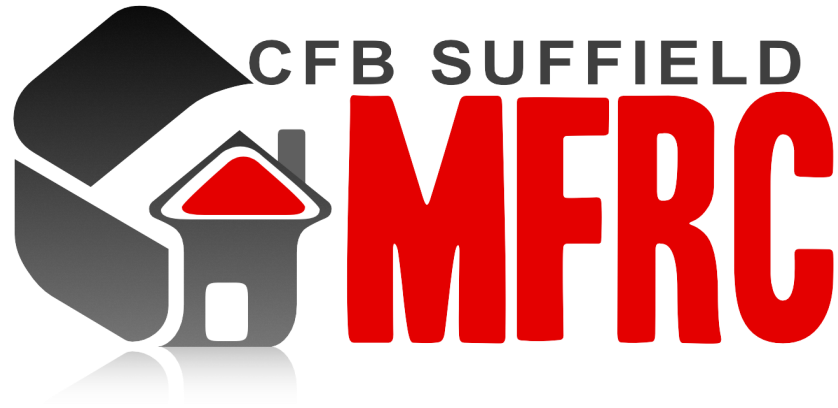
Youth Club.....(403) 544-5555

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