



## **VOLUNTEER HANDBOOK**

**[www.kanataseniors.ca](http://www.kanataseniors.ca)**

**(Revised May 2008)**

**Kanata Seniors Council Inc.**

**2500 Campeau Dr.,**

**Kanata, Ont., K2K 2W3**

**Telephone: 613-599-4480**

### **Who are we?**

The Kanata Seniors Council Inc. is a not-for-profit independent Corporation, Incorporated under part 1 of the Canada Corporations Act. We also obtained charitable status in 2006. One of the Principle objects of which is to work on behalf of all older adults.

### **Welcome to volunteers.**

The Kanata Seniors Council Inc. would like to take this opportunity to both welcome and thank you for your interest in volunteering for us. The success of our work depends on volunteers like you. Your ideas, expertise and time are very valuable to us. We hope this handbook will be helpful to you.

### **How did the Kanata Seniors Council get its start?**

The Kanata Seniors Council Inc. was formed in 1996, with the main purpose of building a recreational centre for the seniors of Kanata and surrounding areas.

On the first Board there was representation from the three seniors clubs existing in Kanata at the time. The rest of the Council was comprised of representatives from various communities and organizations in Kanata, the business sector, the Kanata Recreation department and interested citizens from the community.

Following intense lobbying by the Council, a Feasibility Study began, which included a public survey to assess the community's needs and wishes. The final Feasibility Study report showed a strong desire on the part of the community to build a seniors' Centre in Kanata.

Design and fund raising committees were struck and the Council became incorporated in the year 2000 and began a Fund-raising Campaign. The Kanata Seniors' Centre opened in December 2000, with the Council successfully raising \$240,000 for the Capital campaign. This amount was \$90,000 over the initial commitment that the Council made to the City of Kanata.

Since the Centre opened, the Council has continued to maintain a presence by completing the \$75,000 commercial kitchen at Mlacak, operating *The Coffee Shoppe*, making purchases for the Centre from Council's Capital account, and taking responsibility and covering all the operating costs for two computers used for training and education in the Centre. They also manage three other computers in the Centre that are open to all seniors. The Council also partners with the West Ottawa Community Resource Centre in 1998 to run a weekly Seniors' Diners Club at the Mlacak Seniors' Centre.

Since the successful opening of the Centre, the Council is trying to move beyond it into the community to advocate for seniors in the whole area. Transportation, health care, frail elderly, education, housing, and fund raising are few issues the Council is currently addressing.

### **How is the Kanata Seniors Council Inc. structured?**

The Kanata Seniors Council Board is made up of 10 elected Directors from the community who must be 55 years of age or older. The Council also has Associate non-voting members on the board who may be under 55 years of age and who represent various organizations in the community. These are the Retirement homes and Care facilities, The Western Ottawa Community

Resource Centre, the Library and the City of Ottawa, who also attend the Board meetings without a voting position.

The Executive Committee is appointed by the Directors and consists of the officers who are: the President, Vice President, Corporate Secretary, and Treasurer. Two other members-at-large comprise the remainder of the executive.

Minutes of the Council meetings are posted on the Kanata Seniors Council Inc. website at: [www.kanataseniors.ca](http://www.kanataseniors.ca).

### **What is our Mission Statement?**

We advocate to improve the quality of life for seniors. We achieve this through actions, programs and services.

### **What are our Goals and Objectives?**

Our objective is to act as an advocate and voice in addressing issues of concern to all seniors with the goal of improving their quality of life.

Our goals are to recognize the needs of a growing senior population, to promote good health and well being, to promote education and to promote a strong positive image of seniors in the community.

### **What issues of concern do we promote?**

We promote improvements to such issues as: health care, housing, transportation, social programs, frail elderly and education.

### **What is our Motto?**

“Seniors helping Seniors”

### **Where do we need volunteers?**

In addition to directors on the Kanata Seniors Council Inc., we need volunteers on the various committees that are initiated and set up by the Council. Volunteers are required for transportation, sponsorship, kitchen,

*The Coffee Shoppe*, grant applications, Christmas wrap, communications/publicity, computer instruction and health and safety.

If you have a particular interest or strength relevant to seniors you would like to discuss with the Council, we would like certainly like to hear from you.

### **Will I be covered by insurance?**

The Kanata Seniors Council Inc. is insured under the community Association Group Liability insurance program administered by the City of Ottawa. This program covers volunteers of the Council for injury, death or damage to property.

### **Do I have an Identification Badge?**

All volunteers will be provided with an identification badge stating their name and that they are a volunteer for the Kanata Seniors Council Inc.

Will I be safe in my volunteer environment?

Volunteers working within the Kanata Seniors' Centre will be shown the Centre's emergency procedure policies.

### **Will I be required to sign in and out?**

For Coffee Shoppe Volunteers: they are requested to sign in and out in the Coffee Shoppe. Other volunteers are requested to keep track of the volunteer hours they work and report them to the Front Desk of the Centre on a monthly basis. This will help us keep track of the hours you contribute and helps us to recognize your effort.

### **What happens if I cannot continue to volunteer?**

If you decide you cannot continue volunteering, let your volunteer supervisor know and return identification badge. Do not be upset if you must resign. It is not always possible to do everything, and circumstances or personal desires change. The fact that you volunteered at all, for however long is greatly appreciated.

## **Communications and Confidentiality**

The actions of the volunteers of the Kanata Seniors Council Inc. represent the mission and goals of the Council. Volunteers must respect the guidance and decisions of the Executive of the Council.

Volunteers should cooperate with fellow members and City of Ottawa staff, realizing that everyone is working towards the same goals but may have different ideas on how to reach them.

Any disputes within the Council should be resolved in Council and not discussed with the public at large. This may damage the reputation of the Council and all that it has worked so hard to accomplish.

## **VOLUNTEER'S RIGHTS & RESPONSIBILITIES**

### **Volunteers have the right to:**

- > Worthwhile and challenging roles
- > Be informed about organizational happenings
- > Orientation and training
- > Receive direction and guidance from a designated supervisor
- > Be trusted and treated with respect
- > Be heard
- > Be treated as an equal member of the service providing team
- > Be recognized for his/her contributions

### **VOLUNTEERS HAVE THE RIGHT TO SAY "NO"**

#### **Volunteers have the responsibility to:**

- > Follow organizational guidelines
- > Participate in training as needed
- > Perform duties to the best of his/her ability
- > Accept guidance and direction from supervisors
- > Carry out responsibilities in a prompt and reliable manner
- > Be willing to learn
- > Offer constructive feedback and suggestions
- > Work as a team member

## **VOLUNTEERS CODE OF CONDUCT:**

### **Volunteer Behaviour (Professionalism)**

Volunteers interact with citizens within the Ottawa West District community agencies, contractors, suppliers, and the general public on a regular basis. Volunteers must be professional, courteous and objective in all of these interactions.

The Kanata Seniors Council Inc. volunteers are its ambassadors and are expected to reflect a professional image at all times. They are expected to conduct themselves with the highest degree of ethical behaviour and integrity.

Volunteers must also be professional and courteous with their co-workers. They should be aware that improper behaviour has a negative effect on others. Volunteers are expected to be reasonable and fair in their expectations of each other and resolve any conflict in a mature and professional manner.

### **Violation of Code of Conduct**

The volunteer Code refers to guidelines and policies and re-affirms the Council's commitment to integrity, objectivity and professionalism in delivering services to seniors. Every volunteer is expected to be aware of, and act in compliance with, this Code and its related policies. Violation of these principles is a serious matter and will be dealt with as such by the Council.

### **Harassment**

Harassment occurs when a volunteer engages in any demeaning or offensive behaviour, verbal or non-verbal, which causes the environment to be stressful, degrading or discriminatory for some volunteers. Each complaint of harassment will be treated as a serious matter. It is the responsibility of all volunteers to create and maintain an environment free from harassment. Each volunteer must be supportive and inclusive of team members. Negativity and non-inclusiveness can destroy your plans to move forward in a productive manner.

Floor Plan of the  
Kanata Seniors Centre  
Kanata Seniors Centre

