### The Ottawa Community Immigrant Services Organization

*Volunteer Handbook and Guide*

*Embracing Diversity,*

*Building Community*

### http://canada.metropolis.net/research-policy/cities/Ottawa/images/ociso_logo.jpg

### Welcome! We would like to take this opportunity to thank you for volunteering your time to support the Ottawa Community Immigrant Services Organization (OCISO).

### This handbook will provide you with some important information about OCISO and the volunteer program. The booklet will offer you an outline of your rights and responsibilities as a volunteer with OCISO, and OCISO’s commitments and responsibilities to its volunteers. We want you to know that your volunteer time and work is greatly appreciated by our clients, our entire staff, and our board of directors at OCISO. Volunteers are an integral part of OCISO’s mission and mandate within the community. Your assistance will help us to work together to extend our services into the community and provide better quality programs to Ottawa newcomers. We are proud and happy to welcome you. We hope that your time as a volunteer with OCISO will be both rewarding and enjoyable.

[](http://www.google.ca/imgres?imgurl=http://ritakeller.com/blog/wp-content/uploads/2012/03/whole-meeting-clipart.jpg&imgrefurl=http://ritakeller.com/blog/2012/03/real-world-advice-for-your-planning-retreat.html/whole-meeting-clipart&usg=__s0sy-d4ho46c6mVr7OynjgRp1_g=&h=766&w=736&sz=185&hl=en&start=120&zoom=1&tbnid=DuRM-_-a3fthfM:&tbnh=142&tbnw=136&ei=88a7T7eeGsaGgwfc2rjxAQ&prev=/search?q=clip+art&start=105&hl=en&sa=N&rls=com.microsoft:*:IE-SearchBox&rlz=1I7DACA&tbm=isch&prmd=ivns&itbs=1)**Ottawa Community Immigrant Services Organization**

### OCISO is a community based, non-profit organization dedicated to helping newcomers and immigrants in the Ottawa-Carleton area become equal participants in the social, economic and political life of Canada.

### OCISO is a multi-service, organization providing assistance to over 25,000 New Canadians annually.

### Since 1978 OCISO has been providing a wide range of services, specifically designed to meet the needs of newcomers and Ottawa’s growing ethnic communities.

### Our multi-faceted programs and services are delivered in over 50 languages to clients from 120 countries

### OCISO’s services include: counseling, job search workshops, employment mentoring, immigrant women support, housing support, legal aid, English language training, counseling for individuals, families and couples, support for students, families and school administration, immigrant youth support, ESL summer camps, cross cultural education, and community activities and events.

### OCISO works in close cooperation with a number of institutions, organizations and community groups such as the Government of Canada, the Government of Ontario, the city of Ottawa and the United Way of Ottawa-Carleton.

### Our work is augmented by the generous efforts of our enthusiastic, caring and talented volunteers, both established and new Canadians.

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### OCISO Mission Statement

### OCISO supports immigrants through the journey of making Canada their home by providing creative and responsive programs that are culturally and linguistically appropriate, by building community through mutual respect and partnerships, and by fostering healthy and inclusive spaces for open dialogue and healing.

### OCISO Vision

### OCISO envisions Ottawa as an inclusive city in which all immigrants contribute their gifts, skills, values, and culture; strengthening and transforming our community life.

### OCISO Values

•  We believe in everyone’s ability to enrich the Canadian society through their unique contribution.

•  We believe that when we work from a foundation of respect for each person and diverse cultures we can create positive change in our communities.

•  We are dedicated to being effective, adaptable and principled in our approach to people and situations.

•  Our clients and our staff have a right to a safe environment that is free of harassment and discrimination and the responsibility to foster and protect such an environment.

•  We believe that meaningful change towards social justice is only possible through the evolution of our systems and institutions.

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### Programs and Services offered at OCISO

### Employment Support

### Learning English

### YOCISO – Youth Support

### Summer ESL/FSL Camp

### Emotional Support

### Support for Women, Senior’s, Refugees, Settlement, and Housing

### Support at Schools

### Tax Clinics

### Community Projects

### Computers

### Community Integration

### Counseling

### Multicultural Liaison Officer

### LINC

### Marion Dewar Scholarship Fund

### Public Education

### Career Mentoring

### Translation Assistance

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### Goals and Objectives of OCISO Volunteer Services

### To facilitate the Mission statement by providing assistance to OCISO and it’s staff. Together we seek to build a supportive and enriching environment for all.

### The Volunteer Program

### Definition of a volunteer

### A “volunteer” is anyone who without expectation of monetary compensation or gifts, gives freely of his/her time to support the organization. Volunteering is intended to benefit vulnerable people and their communities in accordance with OCISO’s mission statement and values. Therefore, volunteering carries a dual purpose of community development as well as personal satisfaction.

### Philosophy of Volunteer Involvement

### The goals of the Ottawa Community Immigrant Services Organization (OCISO) are best achieved with the active participation of people from the community. The Centre encourages and supports the involvement of volunteers in all appropriate programs, services and activities. Volunteers are an integral part of our team and with the direction of staff; our volunteers will enhance the programs and services, without replacing the work of paid staff.

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**What to Expect**

**The application**:  Allow our organization an opportunity to learn information about you, your skills, interests and experience. It will guide us in knowing how to best utilize your talents.

**The Interview**: Provides the chance for us to learn more about you and for you to learn more aboutOttawa Community Immigrant Services Organization. You will learn more details about existing volunteer opportunities.

**Screening Process**: The interview process is part of the screening process. You will also be asked for references and to allow us to check those references. It is the policy of OCISOto complete a police record check on all volunteers.

**Orientation and Training**: Orientation and training are provided for all Ottawa Community Immigrant Services Organizationvolunteers. Training provided will enable you to acquire a thorough understanding of our organization and the program for which you are volunteering.

**Support and Supervision:** Volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support. Volunteers will have access to regular support and supervision. This will enable both the volunteer and the supervisor to identify, monitor, and evaluate the volunteers’ involvement, recognize achievements, and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development.

**Recognition:** The time and effort that volunteers contribute to the daily operation of OCISO is greatly appreciated. Recognition occurs through out the year in various ways to show our gratitude and thanks for all that you do.

### The Benefits

### Volunteering with OCISO can provide you with opportunities to:

### Provide support and encouragement to members of OCISO community

### Gain experience in the immigration, settlement, and/or social service fields

### Learn new skills while using your present skills

### Share your talents and expertise

### Gain personal growth and satisfaction from helping others

### Meet new people

### Learn more about the service and resources available to the community

### Gain experience working in a community-based multicultural environment

### The Rights of Volunteers

### The right to be treated as a coworker with talents, skills and responsibilities – free from discrimination

### The right to be assigned jobs that are worthwhile, suitable, and challenging, with a clear job description and the opportunity to use existing skill sets

### The right to be kept informed about what is going on in OCISO programs as much as possible.

### The right to be provided with orientation, training and supervision for the assigned job.

### The right to expect valid recommendations and encouragement for self-development

### The right to be given recognition for your contributions and to be informed whether the work is effective and how it can be improved.

### The right to be heard and to have a part in planning, to feel free to make suggestions and share their views, to have respect shown for an honest opinion

### The right to accept or refuse any task or duty that is asked of them as a volunteer

### The right to safe working conditions

### The Responsibilities of Volunteers

### To understand the role of paid staff, maintain a constructive working relationship with them and stay within the bounds of volunteer responsibility

### To carry out duties promptly and reliably and strive for the highest standards of quality

### To attend all orientation and training sessions offered

### To accept reasonable direction from others more experienced or able to help in some way

### To give as much advance notice of resignation as possible

### To reason a point of view; to be diplomatic

### To keep receipts and other records to substantiate expenditures; to keep expenditures at a minimum

### To be willing to participate in planning sessions; to maintain the dignity and integrity of the association by respecting confidentiality, etc.

### To complete and submit monthly time records

### To respect the policies and regulations of the organization and prevent its misuse

### To maintain the confidentiality of all privileged information (verbal, written, or computerized) to which they are exposed while serving as a volunteer, whether this information refers to staff, volunteer, client, or agency business

### The Rights of OCISO

### The right to expect co-operation and commitment from volunteers

### The right to determine (in consultation with the volunteers) which jobs are appropriate within the framework of OCISO policies and programs

### The right to decline to place prospective volunteers if unsuitable for an assignment

### The right to release a volunteer who does not operate within OCISO policies

### The Responsibilities of OCISO

### To enhance the volunteer’s experience by providing learning opportunities conducive to the growth of the volunteer

### To provide support and recognition whenever possible and appropriate

### To ensure proper training opportunities for both staff and volunteers

### To promote volunteering as a significant and positive contribution to improving the lives of vulnerable people and to strengthening community and civil society

### To work co-operatively to implement OCISO goals and policies

### To provide job descriptions which include duties, training and evaluation

### To value all volunteers primarily for their individual contributions, enthusiasm, and commitment, as well as for the experience and skills they can bring

### To reimburse reasonable expense incurred by volunteers in the course of carrying out approved volunteering tasks

### To make volunteers aware of the procedure for the reimbursement of expenses

### To handle volunteer complaints within a reasonable timeframe

### To ensure a welcoming and safe environment for all volunteers to feel comfortable

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### Location Contact

### Main Office Email: [info@ociso.org](mailto:info@ociso.org)

### 959 Wellington Street West, Phone: 613-725-0202

### Ottawa, Ontario Fax: 613-725-9054

### K1Y 2X5 Website: http://www.ociso.org

### Canada

### Administration Office Phone: 613-725-0202

### 945 Wellingtion Street West Fax: 613-288-2674

### Ottawa, Ontario,

### K1Y 2X5

### Canada

### OCISO LINC South Phone: 613-249-9634

### 1800 Bank Street, 3rd Floor, Fax: 613-249-9634

### Ottawa, Ontario,

### K1V 0W3

### Canada

### OCISO LINC East Phone: 613-741-1368

### 940 Belfast Road, Suite 202, Fax: 613-688-0909

### Ottawa, Ontario,

### K1G 4A2

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### Hours of Operation Parking

### Monday to Friday There is some parking located in

### 9am – 5pm front of the main office (2hrs only)

### \* Hours of programs offered at OCISO and and at the community arena at

### other community locations may differ the corner of Sommerset and Bay

### Street

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**WE WOULD LIKE TO THANK YOU FOR VOLUNTEERING YOUR TIME AND LENDING A HAND TO OTHERS. THIS PROGRAM WOULD NOT BE POSSIBLE WITHOUT YOUR GENEROUS DONATION OF TIME.**

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