TCCSA Volunteer Guidelines:

1. **Reference Check:**
   a) Volunteers (ages 18 and under) currently attending school are required to provide a reference contact from school, either by a teacher or a guidance counselor; form signed by parent / guardian.
   b) Volunteers (ages 18 and over) who have completed school are required to provide police vulnerable 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 (30 minutes to one hour) is not included in the calculation of volunteer hours.

3. **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 10 hours before TCCSA can sign the school document and/or issue a letter of acknowledgement.

4. **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 7 years from the last day of service.

5. **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.

6. **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.

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325 Bamburgh Circle, Unit A107, Toronto, Ontario M1W 3Y1 Tel: (416) 502-9500 Fax: (416) 502-2900
Website: www.tccsa.on.ca

United Way
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7. **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.

8. **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.

9. **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.

Signature: _____ Date: _____