

## TCCSA Volunteer Guidelines:

### **1. Reference Check:**

- a) Volunteers (ages under 18) 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 above) who have completed school may be asked to provide a police check for some specific assignments related to children and other vulnerable program users.

### **2. 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.

### **3. 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 2 years from the last day of service.

### **4. Certificate of Recognition:**

A certificate of recognition will be awarded to volunteers who have completed a minimum of 117 hours of volunteer service at TCCSA regularly for one year.

### **5. Dress Code:**

All volunteers are preferred to have a neat and tidy appearance. Volunteers should wear clothing that is appropriate and suitable for the environment and duty of the work they will be performing.

### **6. 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.

### **7. 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.

**8. Other regulations**

- a. Volunteers are not allowed to issue official receipt with their signature. 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.
  - b. Volunteers are not allowed to provide promises or commitments to the public without permission or instruction from staff
  - c. Volunteers agree to keep confidential any personal or classified information that they may come across while performing their duties at TCCSA
  - d. Office equipment for private use is not allowed. Permissions must be granted prior to the use of office equipment
  - e. 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.  
(print name)

Signature: \_\_\_\_\_

Date: \_\_\_\_\_