

# Volunteer Package

## Join The Team



**My Sister's Place**  
A Safe Place for Women and their Children

CONTACT US  
P.O Box 533  
Alliston, ON L9R 1V7  
(705) 435-9400 ext. 225  
[scormier@mysistersplace.ca](mailto:scormier@mysistersplace.ca)

# Welcome



Dear Valued Volunteer,

Welcome! Thank you for taking the time to give back through My Sister's Place. We appreciate your commitment and look forward to working with you. Our goal going forward is to create a volunteer environment that allows our volunteers to work in areas that they excel in and that they love. We want you to shine in your role, and succeed in having a meaningful volunteer experience. We pride ourselves on treating our volunteers with respect, valuing their contributions of time and energy, and most of all, appreciation of their commitment to our organization. We value diversity and will not discriminate. ALL abilities are of value with My Sister's Place and we strive to be accessible. It is a pleasure for us to have volunteers as part of our team. We go the extra mile to ensure your loyalty to our organization. Before we begin with the details, know that you are already appreciated just for taking the first step!

Within this orientation package you will learn about how My Sister's Place came to be, the services we provide to women and their children and about your role as a volunteer. You will also find information for our training piece (Accessible Customer Service Training) that you will need to complete before you can get started, as well as a letter for a Criminal Record Check and a Confidentiality Agreement that are all to be submitted with your Volunteer Application. Should you have any questions while you are familiarizing yourself with this Volunteer Package please feel free to contact Sheila, our Volunteer Coordinator at 705-435-9400 ext. 225 or [scormier@mysistersplace.ca](mailto:scormier@mysistersplace.ca)

Your commitment to volunteer with My Sister's Place is an important one, so please let us know if you have any special skills, talents, or ideas that you will be bringing to your role. Since social media is such a big part of sharing information, we would love if you showed your support through our social media outlets. Did you know that we are on Facebook, Twitter @MSP\_Alliston ? Please take some time to Share, Like and Follow us for updates, upcoming events and to get our message out. You can also find a wealth of information on our website at [www.mysistersplace.ca](http://www.mysistersplace.ca)

We look forward to working with you, and we hope you enjoy your time with us at My Sister's Place. Remember, we are only as strong as our volunteers! So let's get started.

Kindest Regards,

Deborah Herrington, Executive Director

# Our Mission

## My Sister's Place Mission Statement:

My Sister's Place is a not-for-profit organization providing a broad range of services designed to alleviate the consequences of violence against women and their children, with the ultimate aim being its prevention and elimination

## My Sister's Place Volunteer Mission Statement:

We at My Sister's Place will work diligently to foster relationships with our volunteers that will be lasting, supportive, positive and appreciative of time and efforts. Having dynamic volunteers is an asset to our organization and we welcome diversity. To achieve high performance we look to energize our volunteers so they delight in being a part of our organization. As part of our volunteer program, My Sister's Place will train, support and exceed the expectations of our volunteers to ensure commitment as well as retention. Together we will work to heal, educate and empower on our path of prevention and elimination of the consequences of violence against women and their children.



# About Us



We have been serving the South Simcoe communities since 1987 and we are a registered charity under People In Transition (Alliston) Inc. We are very fortunate to partner with a wide spectrum of community agencies and businesses that provide support on an outreach basis to the women and their children that we serve. As an added value to our organization, our staff are professionally trained in their roles and we offer a high level of security and confidentiality.

**We are “A Safe Place for Women and their Children”.**



**My Sister's Place is Proudly Serving South Simcoe**

**Adjala-Tosorontio, Essa, Innisfil, Bradford-West Gwillimbury and New Tecumseth**

Our organization is funded primarily by The Ministry of Community and Social Services, however we are responsible for raising the shortfall amount each year through fundraising initiatives. My Sister's Place hosts events, shows, and auctions in order to meet our budgetary goals. We also rely upon third party groups, grants and generous donations. Since the shortfall is substantial we rely upon our volunteers to assist with our events and fundraising initiatives more than in any other area of our organization.



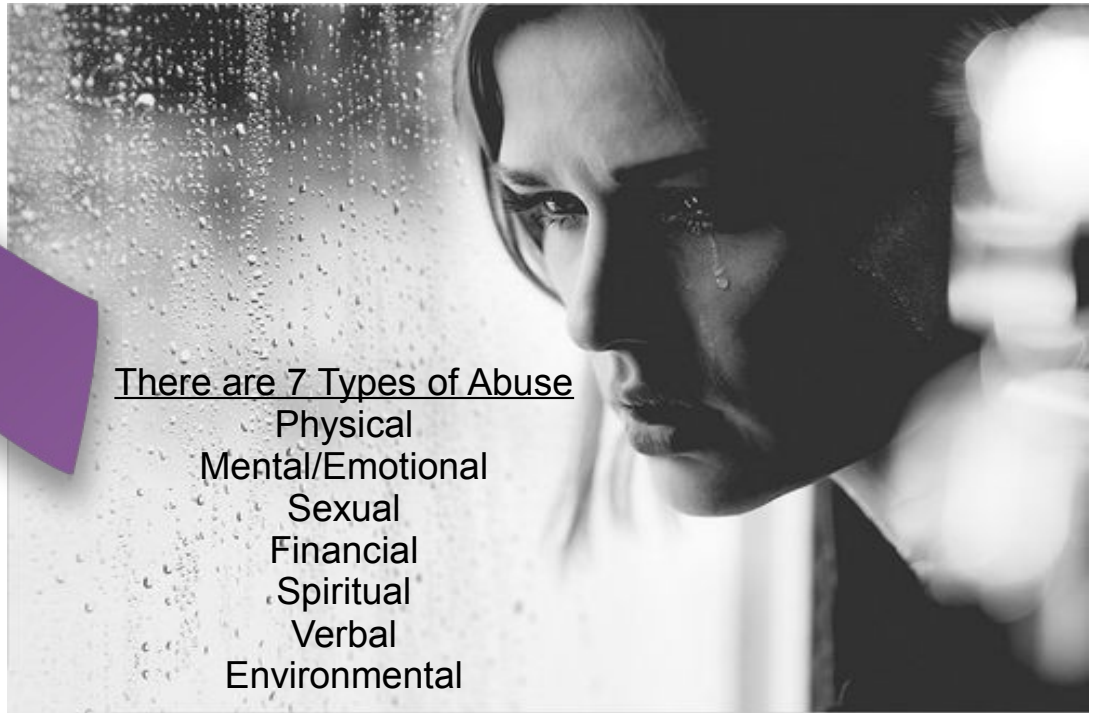
## Our Services

- Crisis counselling for women and children
- Structured programs for children and parenting support
- Safety planning for women and children
- In-house support groups for women and children
- Housing advocacy and assistance
- Legal advocacy and support
- Referrals to other community agencies
- Transitional support to assist women in re-establishing violence-free lives in the community including Second Stage Housing and Third Stage Housing

**We are open 24 hours a Day,  
7 Days A Week,  
365 Days A Year & Accessible  
Call Our 24-Hour Crisis Line at 1-800-461-5419**

**Pour les services en français, veuillez faire référence à :  
Centre De Femmes Francophones du Compté de Simcoe  
[www.centrecolibri.ca](http://www.centrecolibri.ca) 1-877-336-2433**

# Did You Know..



## There are 7 Types of Abuse

- Physical
- Mental/Emotional
- Sexual
- Financial
- Spiritual
- Verbal
- Environmental

## **Statistics:** (Stats Canada & Canadian Womens Foundation)

- Half of all women in Canada have experienced at least one incident of physical or sexual violence since the age of 16.
- 67% of all Canadians say they personally know at least one woman who has been sexually or physically assaulted.
- On average, every six days a woman in Canada is killed by her intimate partner.
- In 2011, from the 89 police reported spousal homicides, 76 of the victims (over 85%) were women.
- On any given day in Canada, more than 3,300 women (along with their 3,000 children) are forced to sleep in an emergency shelter to escape domestic violence.
- Every night, about 200 women are turned away because the shelters are full.

*Heal Educate Empower*

**Violence against women is rooted in the belief that women deserve less social power and it is therefore acceptable - maybe even necessary - to exert power over them. This mindset also drives many other forms of violence, such as racism, homophobia, classism, ageism, and religious persecution**

# Our History

**My Sister's Place** came into being as a result of a small group of concerned community members coming together in 1977 to discuss issues of growing concern within Alliston.

One of the key problems identified, was how to address the needs of women who were presenting themselves at local churches, the hospital and other agencies suffering from physical and emotional abuse.

From these meetings a Steering Group was created. Statistical information was gathered from Stats Can, the provincial government of the day, local police detachments and from health agencies.

All of this gathered information proved that abuse was widespread in this area, and appeared to be growing worse. At this point, members of the Steering Group approached the municipal governments and requested support to open a women's shelter. While seeking financial support, it was more important that acknowledgement be given to this widespread problem. The Ministry of Community and Social Services were very supportive of a women's shelter during this period. Through their direction, a different kind of agency was established known as the Contact Information Agency. This agency was a community-based agency, run by a volunteer board with an executive director, and initially it provided women with a "Listening Ear", contact numbers and community referrals to other agencies.

The committed group of like minded individuals persevered and in 1987 the agency called "People In Transition" was incorporated, and a house was bought on Albert street in Alliston. In May 1987, My Sister's Place opened.

Since 1987, My Sister's Place has evolved significantly in order to meet the demands of the communities it serves. More programs and services, along with professional staff were added to meet the needs of the women and their children as well as expansion of their services to all of the South Simcoe area. Today the organization continues to grow with outreach programs as well as transitional and affordable housing supports. The legal name remains as "People In Transition Alliston Inc.", however the organization is better known as My Sister's Place.

**We are A Safe Place for Women and their Children. We help Heal, Educate and Empower**



# Our Volunteer Roles

**Events:** This role is diverse and multifaceted. Event staff could mean set up, take down, staffing awareness booths, fundraising kiosks, or operating a game. The event will determine the roles our volunteers will play. This position is great for any level of experience or ability and is flexible in time commitment.

**Fundraising:** This role is a crucial position in our organization. It could mean selling tickets, soliciting prizes or auction items, utilizing social media to promote, helping with fundraising packages and in some cases standing in the middle of the road in a Road Toll Campaign (Don't worry you are protected). This role is great for a person who is high energy, knows a lot of people, has great connections or is willing to make them. This has a flexible time commitment as well.

**Public Awareness:** This role is about getting our message and services out there. It often means staffing an awareness booth, providing businesses with our literature, offering support via social media, and potentially educating the public through talks, workshops, speeches or school engagements. The sky is the limit for this role and it is great for a person who is outgoing, compassionate and may have a background in Public Awareness or in social services. Flexible time commitment for this role.

**Administration Support:** This role assists our administrative staff with jobs pertaining to organization, filing, shredding, printing, and putting together information. It requires a detail oriented person that is able to be flexible in their time.

**Donation Management:** This role assists our Volunteer Coordinator with the inventory and organization of donations to the shelter. It is a position that is available once a week and is often done in teams of two. The minimum time commitment for this role is once a month. During the holiday season this role proves to be very busy and may require further volunteer hours.

**Property Maintenance:** This role is for the outdoor maintenance of the shelter including the grounds, gardens, walkways, driveways, and for doing general handy person repairs. This role is great for someone with a love for working outside and for someone that is able to repair minor household items. The time commitment is more extensive in this role and will be based on the needs of the organization.

**Shuttle Service:** This role requires a person to provide shuttle service to appointments for our clients. It requires you to have your own vehicle which is in good repair, and 1 million dollars in valid insurance. The time commitment for this is weekly, Monday to Friday by appointment only and we compensate for the mileage. This is a role of trust and will require further supplementary information to be supplied to our organization. This position would be best suited for a person with a social services, legal or police background and an excellent knowledge of the South Simcoe area as well as Barrie.

**Board Member:** This position has a set of guidelines and regulations and if you are interested in being a part of this role then we will provide you with that information upon request. A significant time commitment is required for this role as there are monthly meetings. Board Members attend events and they are also on the secondary committees and assist with fundraising.

# Volunteer Guidelines

A volunteer is a member of the community who has successfully participated in the Volunteer Orientation. After doing so, volunteers, depending on their available time and skills, can assist in the overall mission of My Sister's Place. Volunteers do not receive any monetary compensation for their efforts. We will provide volunteer hour documentation for students. You must be 16 years of age to volunteer at events, unless you are accompanied by an adult volunteer. You must be 18 years of age in any other role unless specified. We value our volunteers and believe that they are a crucial part of our team.

## **PAST RESIDENTS AS VOLUNTEERS**

Any past resident may become a volunteer after not receiving any of the counselling services offered by My Sister's Place for a period of at least one year.

## **FAMILY MEMBERS OF STAFF AS VOLUNTEERS**

Family members are permitted to volunteer for My Sister's Place in specific cases deemed appropriate by the Executive Director, such as in events, fundraising or public awareness. These individuals will not be placed under the direct supervision of the family member.

## **CONFLICTS OF INTEREST**

All volunteers need to disclose to the Volunteer Coordinator, any business, commercial or financial interest which may be construed as being in a potential conflict with their volunteer duties of the agency. Any volunteer who has a conflict of interest with any program activity of the agency, whether personally, professionally, philosophically, or financially may not participate as a volunteer for My Sister's Place.

## **SAFETY AND CONFIDENTIALITY**

All personal information regarding the volunteer will be kept confidential. Volunteers will be provided with any safety equipment necessary in their role and will be required to follow all safety guidelines determined by My Sister's Place.

## **REQUIRED DOCUMENTS AND TRAINING**

All volunteers and staff are required to submit a Criminal Record Check and Vulnerable Sector Screening, a signed Confidentiality Agreement and complete the Accessible Customer Service Training. All volunteers must submit a completed volunteer orientation package and if students seeking to complete volunteer hours, they must provide the Volunteer Coordinator with their "volunteer hour tracking record".

## **TIME COMMITMENT AND ATTENDANCE**

Volunteers are not bound by specific time requirements in order to volunteer. Volunteers are required to commit to complete their roles/jobs/tasks while they are scheduled for their volunteer shift and leave once they have been cleared by their Volunteer Coordinator. Volunteers are asked to give 24 hours of notice if they are unable to attend their scheduled volunteer shift either by email or phone to their direct supervisor or to the Volunteer Coordinator. My Sister's Place would appreciate a year commitment from each volunteer, but it is not a requirement.



# Volunteer Application

Please fill out the following application and submit it to My Sister's Place Administration Office.

C/O Volunteer Coordinator

P.O Box 533

Alliston, ON L9R 1V7

705-435-9400 ext. 225

Or you can submit your application online at [www.mysistersplace.ca](http://www.mysistersplace.ca)

## Submission & Process

1. Fill out application online, or mail to above address, or call to drop off in person.

2. You will be provided with further information, a password for online training and we will wait on your background check.

3. Once you have met all requirements you will come in to meet your Volunteer Coordinator and go over further details.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone : \_\_\_\_\_

Best Time to Reach You? \_\_\_\_\_ By Email \_\_\_ Phone \_\_\_

Special Interests or Skills: \_\_\_\_\_

Availability: \_\_\_\_\_

Have you ever volunteered before for us? \_\_\_\_\_ If so, when? \_\_\_\_\_

Please place an "X" in all the areas you are interested in volunteering in.

Events/Shows: \_\_\_\_\_ Public Awareness: \_\_\_\_\_ Fundraising: \_\_\_\_\_

Administrative/Office: \_\_\_\_\_ Donation Room: \_\_\_\_\_ Shuttle Service: \_\_\_\_\_

Board Member: \_\_\_\_\_ Do you have vehicle? Yes / No

Are you trained in First/Aid & CPR? Yes / No If yes, date of expiry and level: \_\_\_\_\_

Do you have any other certifications or skills you would like to tell us about?

\_\_\_\_\_

\_\_\_\_\_

Are you on Social Media? Yes / No ( Facebook , Tiwtter , LinkedIn, Instagram, ...etc )

# Required Documents



## ACCESSIBLE CUSTOMER SERVICE TRAINING

**Step 1.** Please download the PDF File from [www.mysistersplace.ca](http://www.mysistersplace.ca) under the Get Involved heading in Volunteers. The document name is Accessible Customer Service TrainingI. This is a power point presentation and can be printed as well.

**Step 2.** Once you have read/watched the training, you can access your online test through [www.classmarker.com](http://www.classmarker.com)

You will be given your **LOG IN** and **PASSWORD** after we receive your Volunteer Application.

**Step 3.** Take the test and receive your certificate!

A copy of your test will be emailed to our organization and it will be filed with your Volunteer Application



**Myth:** People with disabilities are more inferior than “normal” people and their lives are very different.

**Fact:** What is "normal"? We all have different abilities, talents, interests and personalities — you name it! People with disabilities go to school, get married, work, have families, play, do laundry, go shopping, eat out, travel, volunteer, vote, pay taxes, laugh, cry, plan and dream — just like everyone else. People with disabilities are us!

# Required Documents

## Criminal Record Check and Vulnerable Sector Screening

This check is done through your local police/OPP department. Any further information regarding these checks can be found on their website or by calling your local police/OPP department. The check must be done in the city/town you reside in.

Please take the following letter with you to the police station when you go to request your checks. This letter will ensure that you will be able to obtain your check at no fee. Unless otherwise specified by the Police/OPP Department.

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**My Sister's Place ( People In Transition Alliston Inc.)**  
P.O Box 533  
Alliston, ON L9R 1V2  
(705) 435-9400 ext. 225  
scormier@mysistersplace.ca



**ATTN: Records Department of Police Services**

It is the policy of **My Sister's Place (People In Transition Alliston Inc.)**, that all of our potential volunteers/employees submit a **Criminal Record Check** with a **Vulnerable Sector Screening**.

This letter is to request both a Criminal Record Check and Vulnerable Sector Screening be completed for the following prospective Volunteer/Employee:

**Full Name:** \_\_\_\_\_

**D.O.B:** \_\_\_\_\_

**Signature of Staff:** \_\_\_\_\_

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

**Signature of Applicant:** \_\_\_\_\_

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

Should you have any questions in regards to this request for records or require further information please contact our Administrative/Volunteer Coordinator at (705) 435-9400 ext. 225

# Required Documents



## Confidentiality Agreement

All Board members, committee members, service providers, service volunteers, students and employees are required to sign this Commitment to Confidentiality prior to the commencement of their formal association with People In Transition (Alliston) Inc., "My Sister's Place" organization and/or the assumption of their assigned responsibilities.

I, (print name) \_\_\_\_\_, have reviewed, understand, accept and agree to comply with the Confidentiality Policy, established by People In Transition (Alliston) Inc., "My Sister's Place", as it relates to my association with the PITMSP organization.

I understand that protecting and ensuring the confidentiality of any and all information relating to service users is a trust as well as a legal obligation and that individuals have the right to the protection of personal disclosures made within a service relationship.

I understand that I must maintain confidentiality concerning the employees of People In Transition (Alliston) Inc., "My Sister's Place", specifically with respect to identifying information, personnel files and employment records such as I might have access to during my involvement with the agency.

I shall not disclose any business of the PITMSP organization identified as confidential, including but not necessarily limited to information discussed "in-camera" and the addresses of any property owned, managed or leased by the PITMSP organization unless otherwise formally identified as a public address.

I understand that this obligation to respect and maintain confidentiality, in accordance with the Confidentiality Policy of the PITMSP organization, remains in effect even after the termination of my association or involvement with People In Transition (Alliston) Inc., "My Sister's Place".

I make this commitment to People In Transition (Alliston) Inc., "My Sister's Place" it's Board of Directors, employees, volunteers and service users on this \_\_\_\_\_ day of the month of \_\_\_\_\_ in the year \_\_\_\_\_.

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

Witness: \_\_\_\_\_

## **Why do I need to fill out this application to Volunteer?**

Volunteering is a very important job, and we really appreciate people like you taking out time to give back to your community. In order for us to provide you with an amazing volunteer experience we require more information about you, your background and your interests. This application also allows you to get a better understanding of My Sister's Place and make sure that we are the "right" fit for you.

## **If I fill out an application and submit it, does that mean I am now a volunteer for My Sister's Place?**

Not quite, first we have to make sure that all the information in the application is complete and then you will move on to the next process which includes the training portion. After you have succeeded in these areas then we will be happy to welcome you as a volunteer for My Sister's Place!

## **What is the Confidentiality Agreement?**

The Confidentiality Agreement is just that. It is a contract between you and My Sister's Place that states what is expected of you and our code of ethics in relation to sensitive information. Please read the contract carefully, and should you have any questions please contact Sheila, our Volunteer Coordinator to assist you further.

## **Why is it important?**

Confidentiality is essential in our roles as volunteers for My Sister's Place regardless of what position you have volunteered for. Most positions with My Sister's Place are not within the shelter or working with the women that utilize our services, as we leave this up to trained professionals. However, that doesn't mean that we do not get information or come into contact with individuals who have used our services in the past or are using them currently. With that, we want to ensure that our volunteers honour our code of ethics in relation to confidentiality. We ask that all persons representing our organization complete this confidentiality agreement and return it with their completed orientation package.

## **What is a Criminal Record Check and Vulnerable Screening?**

A police records check and vulnerable screening is two separate checks done with the police department and RCMP. They will check your police record to ensure there are no offences that would deem you ineligible to volunteer with My Sister's Place. Depending on the information of the records My Sister's Place will make the final decision as to whether or not you will be suitable for your position at My Sister's Place. The other piece is the Vulnerable Screening and this checks for offences against vulnerable populations such as children, persons with disabilities...etc. For more information on the Police Records Check or Vulnerable Screen go to your local police stations website or call the Police station for more information.

## **Why is it important to have?**

My Sister's Place has a wide variety of volunteer positions and we have elected to keep our records and regulations the same for volunteers as it is for our staff. We want to ensure a level of safety and transparency of people representing our organization. It is important for us to have up to date checks and all of our employees and volunteers police checks are done repeatedly throughout their tenure with us.



## **What is Accessible Customer Service Training?**

Accessible Customer Service Training is customer service training based on the the components of the Accessibility for Ontarians with Disabilities Act, 2005. All organizations have a responsibility to train their staff, volunteers and third party workers who interact with the public on Accessible Customer Service practices. You will be provided a document that will train you to provide Accessible Customer Service. Once you complete the training portion you will be given a link to an online test on the information. You will receive instant results and a certificate with a passing mark. We will be emailed your results as well, which will be attached to your orientation package.

## **Why is it important to be Trained?**

There is a significant population of persons with disabilities in Canada. We want to make sure that ALL persons are able to not only access our services but our information. Everyone that interacts with the public is trained in how to accommodate a person with a disability in order to maintain their dignity and independence. We believe that this is important to offer better service and be better citizens within the community. This component is also the law, and we are happy to abide by it.

## **What is the process after my application is submitted?**

Once you have submitted your completed application we will contact you to discuss your potential role with our organization. We will supply you with a log in and password for the Accessible Customer Service Test and then we will wait on your Criminal Record Check to come back. Once you have met all of our requirements then you will visit the administration office to pick up your Volunteer Attire (if applicable) and be given dates based on your availability as to when you will begin your role with My Sister's Place. We will take a picture with you to post on our social media to brag about the great new Volunteer that is joining our group. (This part isn't mandatory if you would prefer not to have your picture taken)

## **If I am a student volunteering for my community hours when will those be recorded?**

Once you have completed your hours for the day, regardless if you are coming back the next day, or perhaps the next week, each hour that you volunteer will be recorded by one of our staff at the end of the day. If you are a co-op student the record will be kept similarly, but the process is different and it will be discussed at your orientation.

## **What if there is a group of us that all want to volunteer, do we have to go through this same process?**

We welcome group volunteering as it is a great way to connect, build relationships and support the community. Many business are engaging in this practice with their employees to keep up morale. With that being said, please request our group volunteering package from our administrative office. The process is different and the documents are submitted as a group.



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