



**CCI  
OTTAWA**



# Volunteer Orientation

Catholic Centre For Immigrants – Welcome Information

# Our Mission

## The Catholic Centre for Immigrants:

- Promotes and facilitates the reception of newcomers to Canada;
- Sensitizes the community to address newcomers' needs and invites it to respond;
- Assists newcomers to realize their full potential in Canadian Society.

# Our Principles

## We Are Guided By the Following Principles:

- Commitment to social justice in all policies, programs and services;
- Provision of assistance to newcomers regardless of race, national or ethnic origin, religion, gender identity or expression, sexual orientation, age, mental or physical ability;
- Use of approaches that are empowering, client-centered, and that address the physical, psychological, social and spiritual dimensions of the person;
- Recognition of the central importance of the human resources of the Centre – volunteers, staff and members;
- Commitment to provide services in both official languages;
- Provision of multilingual services to newcomers;
- Commitment to work with related agencies, community organizations, and various faith groups, especially the parishes of the area, and;
- Accountability to stakeholders – funders, creditors and the community-at-large.

# Our Services

## Our Services To Newcomers Include:

- Temporary accommodations and housing assistance;
- Orientation about education, employment, health and other topics to help navigate life in Canada;
- Help with immigration documents and processes;
- Referrals and support to access other services;
- Help to connect and contribute to their new community;
- Assistance to improve fluency in English or French;
- Special programs for youth;
- Counselling.

# Settlement

CCI is there to help newcomers realize their full potential in Canadian Society.

- **Housing**
  - Reception House and Welcome House are transitional housing for newcomers that provide meals, shared common areas and transportation, as well as programs, workshops and children's activities to help newcomers adjust to life in Canada.
- **Language**
  - Various programs allowing newcomers to practice their English skills and open up a world of possibilities.
- **Employment**
  - Resume writing, networking, navigating job sites, learning a second language and more.
- **Health**
  - Counselling for those suffering from trauma, or helping newcomers navigate the health care system – mental and physical health needs are a priority.
- **Education**
  - Helping newcomers enroll children into school, and helping youth explore post-secondary education opportunities.

# Integration

CCI is there to help people adjust to daily life in Canada and become part of their new community.

- **Everyday Life**
  - Shopping for groceries, opening a bank account, taking public transit and other daily challenges.
- **Making Connections**
  - Introductions to community members to avoid isolation, making friends and learning about Canada.
- **Getting Out and About**
  - Exploring Ottawa through field trips with other newcomers and members of the community.
- **Strong Spirit**
  - Connecting newcomers with the faith community of their choice.

# Community

CCI helps build a more welcoming community.

- **Volunteer Recruitment**
  - Learning about new cultures; meeting new people; sharing similar values and networks to build a more welcoming community.
- **Partnerships**
  - Working with partner organizations to help newcomers integrate and bring the most value to our community.
- **Raising Awareness**
  - Engaging with the community to share newcomer stories and discuss immigration through various platforms/mediums.
- **Set an Example**
  - Introduce yourself; be a friend; share a network, and; build a stronger more welcoming community.

# Volunteer Opportunities

Longer Term

## Matching & Mentoring Volunteers

- 6+ Month Commitment
- 1-on-1 connections with newcomers
- Sharing your Canadian experiences and introducing Canadian culture
- Introducing services and resources in the City of Ottawa
- Making connections to networks that support integration

## Program Support

- Youth programs: education/tutors; sport and recreation program support (generally evenings)
- Employment: workshop facilitation; resume writing; job fairs
- Conversation Circles: encouraging newcomers to practice English language skills and interact with the community
- Administrative Support

How Can I Help?

## Community Events Volunteers

- Short-term or one-time volunteer opportunities
- Opportunities for newcomers to gain volunteer experience and engage with their community
- Supporting special events; fundraising initiatives; group outings and trips

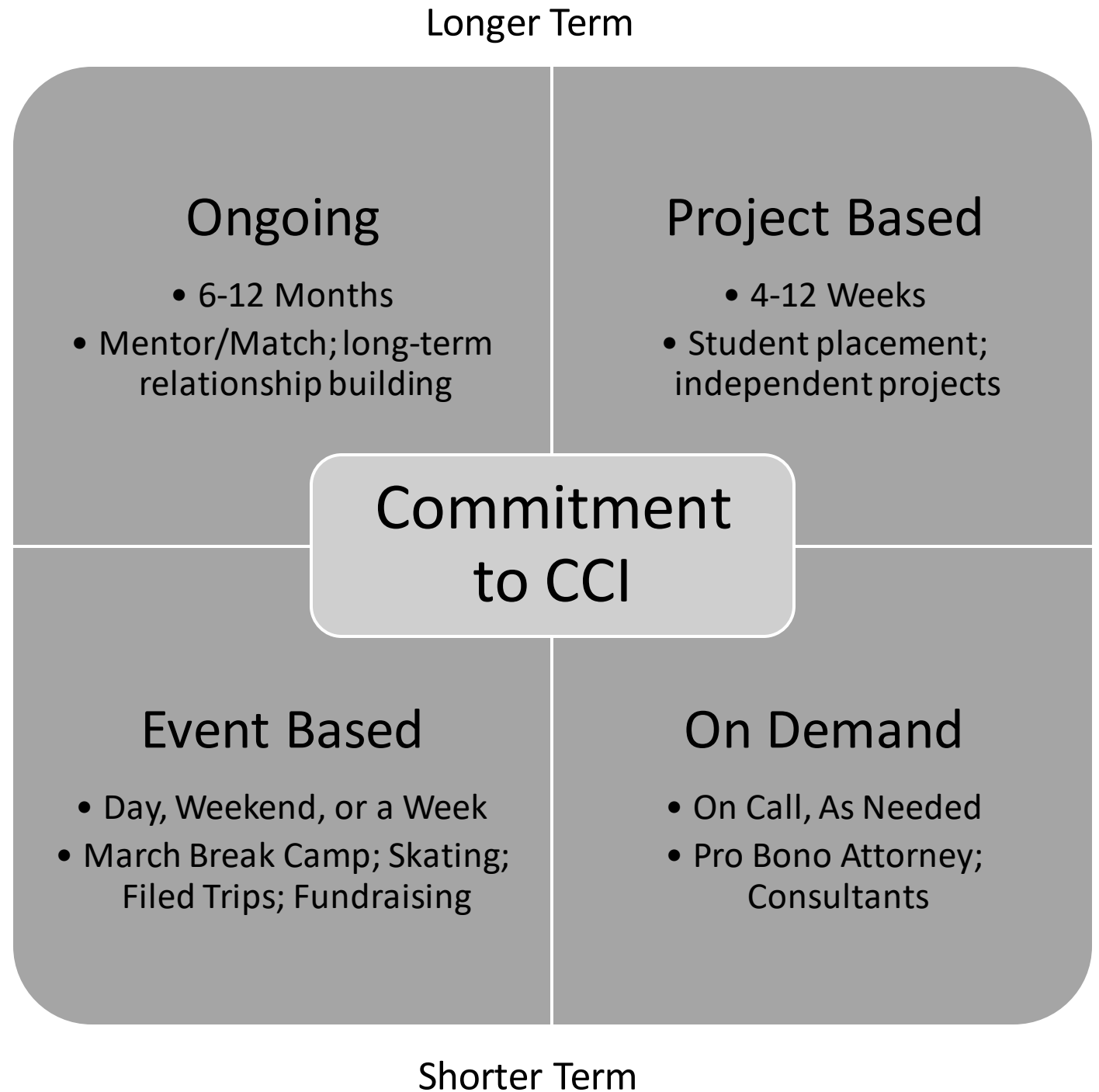
## Skilled Volunteers

- Do you have an interest/skill you think could benefit CCI, but not sure how to put it to good use?
- Are you a photographer? Videographer? HR Professional with experience running resume building workshops?
- Do you have experience fundraising? Or managing events?

Shorter Term



# Volunteer Commitment



# Getting Started

## Volunteer On-Boarding

- Apply
  - Tell us about yourself – your interests and how you want to help – by completing an Application.
    - (Link: <http://cciottawa.ca/get-involved/volunteers/>)
- Screening
  - Depending on your volunteer role, we may request: an interview; references, and/or; a recently completed Police Check.
- Acceptance
  - After a successful screening, we will connect you with our CCI Team to find the best fit for you as a volunteer and provide an orientation to your role.
- Welcome to the CCI Team
  - Along every step of the way, we are here to support you and ensure the best possible volunteer experience.

# Volunteer Rights

## Volunteer Rights

As a volunteer, you have the right to:

- Learn about the organization;
- Get training for your position;
- Have regular evaluations of your performance;
- Get guidance and direction;
- Be heard and recognized;
- Be reimbursed for approved, work-related expenses.

For more information, visit: [Settlement.Org](https://settlement.org)

Source: <https://settlement.org/ontario/employment/volunteer/volunteering/what-are-my-rights-and-responsibilities-as-a-volunteer/>

# Volunteer Responsibilities

## Volunteer Responsibilities

As a volunteer, you have the responsibility to:

- Do your duties promptly and reliably;
- Accept the guidance and decisions of Supervisors;
- Be willing to learn and participate in orientation, training programs and meetings;
- Understand the role of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.
- Keep internal information about the organization confidential.

For more information, visit: [Settlement.Org](https://settlement.org)

Source: <https://settlement.org/ontario/employment/volunteer/volunteering/what-are-my-rights-and-responsibilities-as-a-volunteer/>

# Policy & Procedures

CCI Policies and Procedures apply to volunteers directly completing work that has been approved by the organization and is carried out in the workplace, including both physical and virtual spaces.

Volunteers should be aware of, and in agreement with, all relevant CCI Policy, including:

- Client Interaction Policy
- Harassment in the Workplace Policy
- Discrimination in the Workplace Policy
- Health and Safety Policy
- Violence in the Workplace Policy
- Workplace Accommodation Policy

CCI Policy and Volunteer Resources can always be found on our website.

- (Link: <http://cciottawa.ca/cci-ottawa-policies/>)

If you require clarification or have any questions, please contact your supervisor directly for support.

# Volunteer Involvement

## Canadian Code for Volunteer Involvement

CCI seeks to involve and engage volunteers in all levels of the organization, including volunteers working in leadership, direct service and/or virtual roles.

We acknowledge the value and benefits that volunteers provide and promote meaningful volunteer involvement that meets the needs of both the organization and its volunteers.

For more information, visit Volunteer Canada, Canadian Code for Volunteer Involvement:  
<https://volunteer.ca/index.php?MenuItemID=346>

# Contact Us

CCI recognizes and values our volunteers, and encourages them to reach out to us anytime if they have any questions, concerns or comments regarding volunteering with the organization.

Do you have questions specific to your volunteer role with CCI?

- Please contact your Direct Supervisor at CCI.

For all other inquiries regarding the CCI Volunteer Program, please contact:

**Bryn Johnson**

**Volunteer Engagement Facilitator**

**[Bryn@cciottawa.ca](mailto:Bryn@cciottawa.ca)**

Thank You!