

Volunteer Management Cycle

RECOGNITION, MOTIVATION and RECORD KEEPING should be ongoing

PLANNING FOR NEW POSITIONS

- Mission and Mandate
- **Position Descriptions**
- Needs Assessment
- Policies and Procedures
- Begin Screening process

1

RECRUITMENT STRATEGIES / APPLICATION PROCESS

- Who, why, when, how and where to find the "right" volunteer for the "right" position.

2

SELECTION

- Getting to know the applicant and matching with appropriate position.
- Interviews
- Reference Checks
- Specialized testing
- Police Records Check

3

ASSESSMENTS & EVALUATIONS

- Regular Monitoring and feedback (Performance assessment)
- Reassignment (repeat cycle)
- Exit Interviews

6

SUPERVISION

- Support volunteers and employees in achieving goals (organizational and personal)
- Ongoing monitoring and support
- Probationary period?

5

ORIENTATION & TRAINING

- Orientation to organization
- Assigning tasks
- Provision of information and required resources.

4



Tips for Communicating with Developing English Speakers

Clear Instructions

- Use short sentences and speak slowly and clearly (although not excessively slow!)
- Be aware of the use of idioms and jargon (eg: "I'm glad I caught you", "Do you get it?", etc). Taken literally, expressions such as these may be confusing.
- Avoid using "pigeon English". That is, trying to make yourself understood by dropping words (eg: "You, me go, yes?") will only make the other person more confused and may sound condescending.
- Keep it simple. Concentrate on the most relevant points and leave out unimportant details.
- Use gestures, actions, and visuals (maps, pictures) to illustrate.
- Rephrase complex sentences using different words and check frequently for understanding.
- Summarize/paraphrase at the end to ensure mutual understanding of main points.
- There is no need to raise your voice. Limited language speakers are not deaf!

Check for understanding

- Encourage the limited English speaker to interrupt you frequently to ask for clarification. Teach some polite "interruption phrases" ("excuse me please", etc)
- Be sensitive to nonverbal cues that indicate confusion or frustration.
- Give the limited English speaker a chance to explain. Ask for more information if necessary. Be patient and allow more time (you may be tempted to interrupt and fill in the gaps).

Communication tips

- Do be aware that common, everyday gestures used in Canada may mean something different to newcomers and immigrants. Also be aware of your own culture and of the fact that behaviour is influenced by cultural assumptions, values and beliefs. For example, looking at someone in the eye as they speak is expected by most people in North America. Some cultures, however, dictate that eye contact is rude.
- Do be aware that your personal space bubble might be larger or smaller than is comfortable for the person you talk to.
- Don't do all the talking. It's better to ask questions which will encourage the newcomer to speak.
- Smile! Nothing conveys friendliness or puts a person more at ease than a smile.
- Do be aware that some cultures touch more than Canadians do, or less.
- Do be aware that language that sounds rude or abrupt may just be a direct transfer of the intonation from the other language.
- Do try to pronounce the person's name correctly and don't give English nicknames unless requested.
- Do learn something of the person's culture

's Self-Care Plan!

MIND

BODY

SUPPORTIVE PEOPLE IN MY LIFE

I WANT TO ACCOMPLISH

SPRIT

**Social
Work
Tech**

Self Care Plan by Social Work Tech | Ignacio Pacheco
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Stages of the Settlement Process

1

Acclimatization

Basic adjustments are made.

2

Adaptation

More in-depth changes are made – these changes often include much self-reflection, making friends and becoming more independent.

3

Integration

Newcomers are able to actively participate in society and are accepted as equals among their peers.

Acclimatization means meeting the newcomers basic needs of life including: housing, food, registering children in school, signing up for language training – generally accessing mainstream services. Often, family, friends, the established ethnic community, and/or settlement workers provide assistance to orient newcomers to services, to a new culture, and systems, and help them to develop an understanding of their basic rights and responsibilities.

Adaptation is characterized by an immigrant's ability to realize some benefits of coming to Canada. These benefits include the ability to access mainstream services independently, understand Canadian social and cultural norms, improve language skills, develop contacts and build friendships in the community, and establish personal or employment goals.

Integration is characterized by a newcomer's ability to understand, adjust, connect to, feel accepted by, and fully participate in a new society. The process involves many factors including integration into socio-cultural and economic areas of society, and newcomers demonstrating civic engagement. Integration is affected by the ability of the community and society to adapt to, welcome, and include newcomers.



Example Media Policy

LIFELINE SYRIA'S CONFIDENTIALITY POLICY

It has been noted in the media that many of the refugees coming to Canada are willing and able to speak to media or share their stories publicly in order to raise awareness about the plight of Syrian refugees and the crisis. However, it cannot be assumed that all families will be able or willing to share their stories publicly.

The reality is that many of the families are fleeing an extremely dangerous environment and therefore may not wish to share their information for security reasons; others may feel overwhelmed by their experiences and uncomfortable sharing their stories publicly.

We recognize that providing updates and information about the families we are supporting will assist in our donor relations, and our commitment is to work with each family individually to determine their comfort level in speaking publicly and to provide whatever support they require in this area. The family's security, safety and comfort will always take precedence.

Tips for communication:

- Refugee families are symbols of hope and strength; families who have been given the opportunity to resettle in safe, welcoming Canadian communities.
- Consider that we may not fully know or understand the circumstances of the family's plight to get to Canada and the family may not wish to divulge that information.

To protect the confidentiality of Syrian refugees coming to Canada, Lifeline Syria is committed to the following:

- The names of refugee families or individuals will not be released publicly without informed consent of the refugee family or individual
- Personal information, such as the address of residence or workplace, should be considered confidential unless the family has provided informed consent
- Personal information that may lead to the identity of a family, including the number of family members or specific health issues, as well as their home location in Syria, will not be shared without informed consent
- At no point will refugee families or individuals be coerced or encouraged to speak with media or at other public speaking engagements.
- Any communications with children of refugee families must be conducted in the presence of the child's guardian or parent.
- Informed consent includes ensuring the refugee family or individual understands the following:
 - Images or written information about the person may appear in news media
 - Images or written information about the person may appear on the internet or in social media networks such as Twitter, Facebook, blogs, YouTube, etc.
 - Images or written information about the person may appear in community brochures or notices, etc
- Consent must be obtained via written or recorded verbally

The obligation to preserve confidentiality ceases when:

- ***The preservation of information may risk serious harm to another person, ie. Suicide, homicide, violence, etc.***
- ***It is required by law, contract or where there is a specific court order.***
- ***The individual authorizes in writing release of specific information.***



RESOURCES

◆ PRIVATE SPONSORSHIP GROUPS ◆

Below are links to a number of resources that may be helpful with the initial settlement of the newcomer families you are sponsoring.



A program designed to support the Sponsorship Agreement Holders (SAHs) of Canada, their Constituent Groups, Groups of Five and Community Sponsors on a national level (excl. Quebec).

www.rstp.ca



Conseil canadien pour les réfugiés
Canadian Council for Refugees

A national non-profit umbrella organization committed to the rights and protection of refugees and other vulnerable migrants in Canada and around the world and to the settlement of refugees and immigrants in Canada.

www.ccrweb.ca



Refugee Rights in Ontario
Information for front-line workers

This website is for front-line workers and advocates who work with refugee claimants and others who have questions about their immigration status in Canada.

www.refugee.cleo.on.ca



In My Language

Provides multilingual information for newcomers to Ontario, Canada.



If you are new to Ontario, you can find answers to common questions about your new home.

www.settlement.org



www.lifelinesyria.ca

Lifeline Syria recruits, trains and assists sponsor groups as they welcome and support Syrian refugees. Download a sponsorship handbook focusing on the first year, after the refugee family has arrived in Canada.



Expert on Immigrant and Refugee Issues.
Advocate for the Immigrant-serving Sector.

www.ocasi.org



www.camh.ca



Government
of Canada

Gouvernement
du Canada

#WelcomeRefugees

www.cic.gc.ca

Canada's largest mental health and addiction teaching hospital, as well as one of the world's leading research centres in the area of addiction and mental health.