



KAMLOOPS
IMMIGRANT SERVICES

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Volunteer Guide



Sponsored by:
Kamloops-Cariboo Regional Immigrants Society

Revised August 2023

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Introduction

“Volunteering is fundamental to a healthy and democratic society; all citizens have a right and a responsibility to contribute in the manner that works for them” The Canadian Code for volunteer involvement

As Newcomers you may be looking to volunteering as a way to contribute and integrate into your new community, develop skills, and gain Canadian experience.

As Canadians you may be looking to volunteering as a way to strengthen your ties to the community, exposing you to people with common interests, neighbourhood resources, and fun and fulfilling activities.

We are thankful for the opportunity to develop with you a reciprocal relationship where your goals and the agency’s mission are considered in a mutual approach to building community.

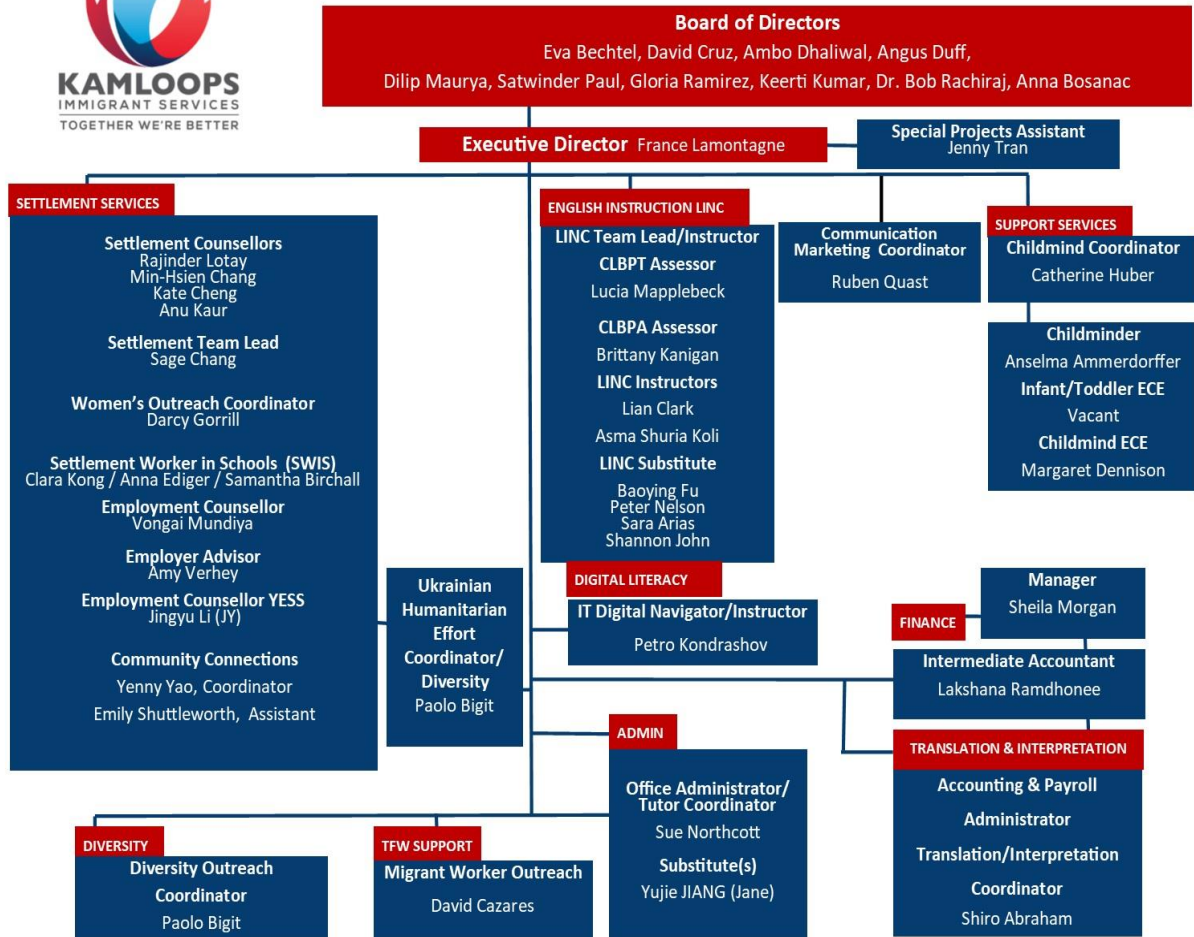
We have compiled information and guidelines to help you succeed as a KIS volunteer.

We look forward to growing with you.



Kamloops-Cariboo Regional Immigrants Society Organizational Chart

August 29th, 2023



Mission and Values

Kamloops-Cariboo Regional Immigrants Society is a not for profit, registered society and registered charity. Programs and services are delivered through an agency “Kamloops Immigrant Services.”

Mission

- To deliver a broad range of programs which are sensitive to the needs of the culturally diverse community.
- To deliver programs and activities designed to facilitate immigrants, visible minorities, first generation Canadians and their families in becoming full and equal members of Canadian society.
- To inform and sensitize the region on immigration, settlement, integration, and multicultural issues.
- To promote the elimination of racism and to facilitate organizational and institutional change.
- To provide assistance necessary for immigrants, visible minorities and first generation Canadians and their families to become full and equal members of Canadian society.
- To facilitate organizational and institutional change to meet the needs of a culturally diverse society.

Values

Kamloops-Cariboo Regional Immigrants Society operates according to the following core values:

- Excellence in service delivery
- Mutual respect
- Inclusiveness
- Collaboration
- Harmony
- Diversity
- Honesty
- Integrity
- Equity

Our Programs & Services

Our Programs

- Settlement Services
- Settlement Workers in Schools
- Achieve Program
- Women Empowerment
- English Testing & Classes
- Employment Services
- Employment Engagement
- Community Connections
- Migrant Worker Outreach
- Childmind
- Diversity
- Translation and Interpretation

Settlement Services

- Needs Assessment
- Information and Orientation
- Referrals to service providers
- Crisis counselling
- Connections to government programs
- Advocacy
- Citizenship preparation
- Multilingual staff
- Translation and Interpretation
- Community connections
- Outreach service

Intercultural Employment Settlement Program

- Skills development
- Job search and local resources
- Employment needs assessment
- Job search & job readiness coaching
- Job leads and employment opportunities
- Entrepreneur support and resources
- Referrals
- Workplace culture
- Skills development and training support

Settlement Workers in Schools (SWIS)

- Connecting immigrant refugee students and families to school, community, government resources including access to recreation for low income families
- School registration and orientation Elementary and Secondary Students
- Understanding school policies and procedures
- Communicating with teachers and administrators
- Parent-Teacher interview support
- Workshops and information sessions (Parenting in Canada, Lunch Box Nutrition)
- Consultation on school transition
- Advocating for newcomer students and families

Community Connections

- Social, cultural and professional interactions
- Citizenship 101 study
- Learn to camp; learn to fish
- Blazers hockey games
- Local community events and field trips
- French 101
- Mentorship program

Community Connections continued

- Life skills workshops
- Family sports
- Hiking, yoga, gardening, cooking
- More activities available

Language Instruction for Newcomers to Canada (LINC)

- Free English classes (Literacy to CLB 8) for eligible clients
- Flexible schedule: morning, afternoon and evening classes
- Small groups, great atmosphere
- Focus on life in Canada, employment, including field studies
- Certified Canadian Language Benchmark Placement Test (CLBPT)
- Seats available for non-eligible clients for a fee

Diversity

- Promotes a welcoming community through workshops, events and activities
- Presentations in schools and organizations
- Promotion of Multiculturalism
- Community events and field trips
- Collaboration with local agencies
- Weekly “Community Connection” activities

Volunteer Opportunities at Kamloops Immigrant Services

Childmind Support

- Description:** Help our experienced childminders care for newcomer children, to allow their parents to attend our classes and events.
- Duties:**
- Assist with the preparation of snacks, arts/crafts, indoor & outdoor activities.
 - Assist children with arts/crafts, mealtimes, games & activities.
 - Respect & follow the guidance of the Childmind Coordinator, childminding guidance policies and the confidentiality agreement.
 - Regular scheduled attendance.
- Prerequisites:** Gain experience working with children! We welcome responsible adults, certified ECE (Early Childhood Education) Assistants and/or individuals with or working towards a full ECE certification. You will gain experience working with children under the guidance of an Early Childhood Educator. We are looking for an individual who is committed to support children to achieve their development goals.

Translator/Interpreter

- Description:** Support newcomers the general public while using your communication and language skills! We coordinate an Interpretation and Translation Service, provided through a network of volunteers and professionals. Translation involves working with documents in different languages. These often need to be notarized as well. Interpretation involves verbal skills, helping people with different languages understand each other. Volunteers are needed to translate (written) and interpret (oral) for clients and for other organizations (i.e. hospital, court, R.C.M.P.).
- Duties:**
- To interpret and translate accurately
 - To respect and abide by strict rules of confidentiality
 - To remain impartial and have the capacity to be passively receptive.
 - To attend all relevant training sessions
- Prerequisites:** This person must be bilingual and bicultural and must have a good understanding of the Canadian system. Volunteers must undergo orientation.

E.S.L. Tutors

- Description:** Provide extra support for newcomers as they work towards their goal of English language acquisition. Gain experience as a tutor while assisting immigrants to improve their English skills and learn more about Canada by establishing a link with a volunteer within the community! Volunteers are placed according to their previous experience and interest in learners who attend LINC classes and are looking for additional support in learning English, or perhaps may have a special project in mind, i.e. obtaining their driver's license etc. or they may have special learning needs. Assist newcomers with improving their English language skills in an informal environment, working a few hours per week on a one-on-one basis with individuals with diverse language skill levels, meeting either in-person or online according to scheduling or preferences.
- Duties:** - Provide one-on-one support and English language instruction
- Prerequisites:** Experience teaching, TESL certificate, excellent English language skills, patience, and non-judgemental attitude.

Chinese English Learning Group

- Description:** Encourage a group of newcomers who speak Chinese and want to practice speaking English in the weekly bilingual group. Topic lessons will be provided by bilingual volunteers each week.
- Duties:**
- Ensure all participants get a chance to practice speaking
 - Ensure prepare lessons with topics
 - Explain difficult vocabulary, expressions, and grammar
 - Promote an inclusive, respectful environment
- Prerequisites:** Previous teaching experience is preferred. Excellent English language skills, personable, non-judgemental.

Mentorship Program

- Description:** The mentorship Program matches newcomers with mentors based on shared interests and meets once per week for three months. This fun, friendship-based program is enriching for both participants and volunteers. You are welcome to share skills, hobbies, knowledge, languages and time with newcomers, helping them gain life skills and adjust to life in Kamloops by teaching them about Canadian culture and lifestyle, skills, community resources, and how to connect with local people and improve their English and achieve their goals.
- Duties:** - Take the initiative in contacting your match

- Prepare for the meeting, keep meeting track and provide feedback

- Meet weekly at a place/time that is mutually agreeable
- Respect and abide by strict rules of confidentiality

Prerequisites: The mentor must be able to offer the skills and match the mentee's learning needs, and the mentor needs to be very familiar with Kamloops and Canadian culture. Mentors must also be open to learning about new cultures, patient, understanding, and non-judgmental.

Workshop and Program Facilitators

Description: Help newcomers to Canada settle into our community by sharing your skills with them! Whether you are a yoga instructor who wants to give back, a history buff who can help teach Citizenship or have a passion for teaching yoga or gardening, you are welcome to pitch us your programming ideas! We always seek experts who can share their professional knowledge and skills with newcomers to live a healthy lifestyle through workshops and presentations—for example, law, medical, therapy, dental and nutrition workshops.

Duties:

- Meet with Community Connections Coordinator to discuss your programming idea
- Share your expertise on a particular topic. This can be a weekly recurring program, or a one-time workshop or activity.

Prerequisites: Must be qualified to teach or instruct on the topic at hand – requirements for this will vary. Must have the ability to teach in a respectful, non-judgemental manner. Experience working with diverse groups is an asset.

Activity Assistants

Description: Our ongoing programs need volunteers to assist with the activities or events, such as the monthly potluck on the last Thursday of the month from 11:30-13:00 and the monthly art workshop on a Friday from 11:30-13:00 or 14:30-16:00.

Duties: Volunteers are needed to provide support for a variety of events and activities. Come early and help us set up the room, then welcome the participants as they arrive. Join in the event and then help us clean up when it's done!

Prerequisites: All you need is to be a good team player! This is a great volunteer opportunity for those who are still learning English.

Sports Coach

Description: Coach volunteers guide newcomers to learn different sport skill and provide a fun experience in a safe environment. Examples: soccer, badminton, pickle ball, basketball, hockey, Yoga, bowling etc. We run Family Sports Night, Kids Summer Sports Camp, Hike, ice Skating, skiing, snowshoeing, and tobogganing, throughout the year.

Duties:

- Plan, implement and evaluate developmentally appropriate activities with supporting weekly lesson plans that are creative, flexible and adaptable. Provide a safe, positive and well-managed learning environment.
- Ensure appropriate setup, take down and maintenance of program space
- Communicate with others and volunteers.
- Provide evaluation and feedback to the supervisor regarding program content

Prerequisites: Previous coaching experience is preferred. Excellent English language skills, personable, non-judgemental.

Sports or Outdoor Adventure Assistant

Description: Sports assistant volunteers assist with coaches or program coordinators, guide newcomers to learn different sports skills, enjoy outdoor adventure and provide a fun experience in a safe environment. Examples: soccer, badminton, pickle ball, basketball, hockey, Yoga, bowling, hiking, skiing, snowshoeing, etc. We run Family Sports Night, Kids Summer Sports Camp, Hike, ice Skating, skiing, snowshoeing, and tobogganing, throughout the year.

Duties:

- Assist activities with a safe, positive and well-managed learning environment.
- Ensure appropriate setup, take down and maintenance of program space
- Communicate with coaches or program coordinators.
- Provide feedback to the supervisor.

Prerequisites: Previous coaching experience is preferred. Excellent English language skills, personable, non-judgemental.

Beginner French teacher volunteers

Description: We run the Beginner French sessional program for six sessions once or twice a year. Volunteer guides a group of newcomers interested in learning basic French and simple conversations; the class will be on Zoom.

Duties:

- Volunteer make a lesson plan
- Ensure all participants get a chance to participate

Prerequisites: Previous teaching experience is preferred. Excellent English and French language skills, personable, non-judgemental.

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Kids Summer Camp Volunteers

Description: We run Kids Summer Camp every Summer, and look for volunteers to assist and support the kids camp. Ensure kids have a great and fun learning experience through different activities and trips.

Duties: - Setup and take down
- Ensure all participants safety

Prerequisites: Love working with children and non-judgemental.

Photographer Volunteers

Description: We run many programs and activities throughout the year. We look for Photographer Volunteers to help us capture the moments we can share with newcomer clients and promote on our social media.

Duties: - Take and photos
- Send photos back to the program coordinator.

Prerequisites: Prefer volunteer has a great sense of Photographing skills and knowledge.

Cooking Chef Volunteers

Description: We run a multicultural cooking class- the Garden to the Kitchen Program once a month in the evening; we invite newcomers to share their home recipes and teach other newcomers and Canadians how to cook. At the end of class, everyone gets to enjoy the delicious food. We welcome anyone passionate about sharing home recipes with others to be a volunteer.

Duties: - Volunteer prepares the recipes and send it to program coordinator
- Assist with program coordinator in getting ingredients ready
- Engage everyone to learn about the recipe during the class.

Prerequisites: Good communication skills, personable, non-judgemental.

General Guidelines

Things Not To Do/Say as a Volunteer

- Give advice...“you should...”
- Ridicule or put down clients...“can’t you get the answer...?”
- Respond in a judgmental way; develop a non-accepting climate.
- Express sympathy or feel sorry for the client...“that must be so, so awful; oh you poor thing...”
- Ask irrelevant questions, ask questions about the client’s personal life.
- Interrupt or dominate the interaction.
- Talk about self instead of focusing on the concern for the client or respond to something other than what he/she may be saying.
- Talk down to the client.

Things to Do/Say as a Volunteer

- Listen by demonstrating attending behaviour: eye contact, “yes,” nodding.
- Show faith in the ability of the client to solve the lesson, giving time for them to answer the question(s).
- Show caring, understanding, support, and acceptance.
- Ask questions which are directly related to the conversation or client’s lesson.
- Offer relevant information.
- Speak clearly in a normal tone of voice and as close to a normal pace as possible; but if you notice that the client is not understanding, then speak more slowly.
- If the client does not understand try to say it differently; do not keep repeating the same message.

- Use diagrams and drawing (if possible) to help the client to understand.

Qualities of a Good Volunteer

- An enthusiastic desire to work with or for immigrants, visible minority Canadians, or new Canadians.
- A sense of humor.
- Positive behaviour and attitude.
- Patience.
- Outgoing personality.
- Emotional maturity.
- Leadership abilities.
- Acceptance of responsibilities.
- Flexibility yet firmness in providing guidance.
- Sets a good example.
- Reliable and punctual.
- Well prepared.
- Co-operative and accepting of directions from the staff.
- Willingness to grow and learn as a person.

Responsibilities of a Volunteer

Commitment

In order for the services of Kamloops Immigrant Services to be successful, it is essential for volunteers to be reliable and dependable. Once you have made a promise to be available, please live up to your words.

Completion of services

It is the responsibility of the volunteer to notify the Volunteer Coordinator if he or she will no longer be available to volunteer at the agency.

Change of Contact Information

It is the responsibility of the volunteer to notify the Volunteer Coordinator of any changes in address or phone number.

Representative of Kamloops Immigrant Services

Volunteers must be aware that they are a representative of Kamloops Immigrant Services and will be viewed as such by the clients and public.

Providing Information

It is essential that volunteers only give accurate information to clients. If a client is requesting information then the volunteer must refer the client to one of the Settlement Counsellors at Kamloops Immigrant Services who have access to all current and accurate information.

Policies at Kamloops Immigrant Services

Confidentiality

Maintaining confidentiality is *one of the most important responsibilities*. Information concerning the clientele, staff, and volunteers at Kamloops Immigrant Services must be confidential. If there is information which you feel must be shared, do so only with the appropriate staff member of Kamloops Immigrant Services.

Use of Name of the Organization

Individuals should only speak on behalf of the agency if they have been asked to by the Board of Directors or the Executive Director. In all other situations, volunteers should make it clear that they are speaking for themselves.

Political Affiliation

Kamloops Immigrant Services is a non-partisan organization; therefore, volunteers should not associate the agency to any particular political member or organization without the permission of the Board of Directors or the Executive Director.

Religious and Cultural Affiliation

Kamloops Immigrant Services treats each and every individual with the utmost respect regardless of culture, religion, or race. Thus, volunteers should not associate the agency to any particular religion or culture organization without the permission of the Board of Directors or Executive Director.

Use of Resources

Resources of Kamloops Immigrant Services are not to be used for any reason or business purpose that is not directly related to the agency. This includes the equipment and space owned by the agency.

Acceptance of Gifts

The acceptance of gifts is discouraged by Kamloops Immigrant Services. If a client wishes to express his or her gratitude, he or she should donate to the agency.

K.I.S. Responsibility

As a volunteer at Kamloops Immigrant Services, you have the right to be safe, to be treated with respect and dignity by staff and clients, to access all of Kamloops Immigrant Services' resources as required by your volunteer duties and to receive an appropriate orientation to the agency, its policies, and procedures.

Legal Responsibilities of the Volunteer

Duty of Care

A duty of care is the responsibility to avoid careless injury; it may also include a responsibility to warn of a hazard.

Volunteers are not employees; therefore, duty of care is likely to proceed from the neighbourhood principle: I owe a duty of care to anyone who may be injured by my action, providing such injury is reasonably foreseen.

For example, the volunteer owes a duty of care to the children under his care because it is reasonably foreseen that they could be closely and directly affected by the volunteers' action.

Any careless action taken by a volunteer will result in automatic dismissal from the activities at Kamloops Immigrant Services.

Duty of Privacy

Volunteers engaged in activities at Kamloops Immigrant Services acquire information on the understanding that it will remain confidential. Failure to maintain confidentiality will result in an automatic dismissal from any activities at Kamloops Immigrant Services.

Volunteer Driving and Insurance

Volunteers engaged in driving at any charitable organization (such as Kamloops Immigrant Services) do not need to amend their existing vehicle insurance rate if they are not receiving any form of compensation or wage for their services.