

ConnectWell
COMMUNITY HEALTH



Volunteer
Champions

Build Health & Community

VOLUNTEER HANDBOOK



ConnectWell
COMMUNITY HEALTH





LAND ACKNOWLEDGEMENT

The work of ConnectWell Community Health takes place on the traditional unceded territories of the Indigenous nations who have lived on these lands since time immemorial.

In particular, we acknowledge the Anishnaabeg, Huron-Wendat, Haudenosaunee and Oneida peoples.

We are grateful to live and work on this land, and to work in allyship with Indigenous communities. Let us learn from the Indigenous caretakers of this land about the sacred relationships and responsibilities that we have to each other and to these beautiful lands that give us what we need to live a healthy life.



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Fuel Inspire Create

HELLO THERE, VOLUNTEER CHAMPION!

This handbook is your go-to resource to help you excel in your role as a ConnectWell Community Health volunteer.

Whether you're a new or seasoned volunteer, we want your experience to be an exceptional one. That's why we're dedicated to engaging, training, and supporting you—empowering you to play a crucial role in delivering our many essential programs and services.

Our Volunteer Champions:

- FUEL CHANGE
- INSPIRE CONNECTION
- CREATE A FEELING OF BELONGING AND OPPORTUNITY

This handbook provides valuable insights into what our organization does, including our overarching mission, vision, and strategic priorities. You can also use it to familiarize yourself with relevant policies and procedures, explore additional volunteer opportunities within ConnectWell Community Health, and more.

You are positively the heart of our communities, driving our mission forward—we simply couldn't achieve our goals without you.

Thank you for being a vital part of our team and for your ongoing contributions to our neighbours and our many rural communities. Let's keep making a difference together!

ABOUT CONNECTWELL COMMUNITY HEALTH

WHO WE ARE AND WHAT WE DO

Put simply, we are dedicated to enhancing the lives, health, and well-being of individuals across Lanark, Renfrew, and Leeds and Grenville Counties.

Day in and day out, our team of 240+ staff and 100+ Volunteer Champions run vital programs and services for community members of all ages—including, but not limited to, comprehensive community-based primary health care, developmental services for children and families including autism and respite supports, and a wide range of group-based health promotion programs and community development initiatives.

But we don't do this all alone! Rather, we collaborate regularly with dozens of other local organizations, networks, partners and coalitions to meet the unique needs and challenges faced by people in our communities. While the many names of our key partners are too long to list here, our leadership and involvement with three Ontario Health Teams is worth

mentioning (the Lanark, Leeds and Grenville OHT; the Ottawa Valley OHT; and the Kids Come First Health Team), along with our involvement in the Developmental Services Regional tables as part of the Developmental Services Reform in Ontario.

As a charitable organization, we rely on support from government sources and charitable granting bodies, as well as the generosity of many amazing individuals across our local communities.

Our Board of Directors, consisting of approximately a dozen community members, upholds a philosophy of inclusivity and collaboration in decision-making. This ensures that ConnectWell Community Health maintains an environment where everyone's needs and ideas are consistently heard, respected, and valued.

To learn more about all of the programs and services at ConnectWell Community Health, visit our website at connectwell.ca.





MORE ABOUT US

OUR LOCATIONS AND GEOGRAPHICAL AREAS OF SERVICE

We provide programs and services in 38 locations across 20 different towns in the counties of Lanark, Renfrew, and Leeds and Grenville.

Many of our programs and services are also available virtually, without geographic restrictions.

Our main offices are based in Beachburg, Carleton Place, and Lanark.

OUR VISION

A community that is healthy, equitable, and supportive of all.

OUR MISSION

To work collaboratively to enable people and communities to achieve and maintain their best possible health and social well-being.

OUR CORE BELIEFS

At ConnectWell Community Health, we believe in the right of all people to have conditions and resources for good health—including peace, shelter, education, food, income, access to health care, a stable ecosystem, sustainable resources, social justice, equity, and social inclusion.

With that in mind, our organization is driven by a set of guiding principles including:

- Ensuring respectful, relevant, and effective programs and services that are equitable, accessible, and inclusive
- Valuing our staff and Volunteer Champions, who are vital to the delivery of quality care
- Supporting people to remain in their community
- Collaborating through the sharing of knowledge and resources
- Managing our resources responsibly

STRATEGIC PRIORITIES

Our Board, staff, numerous volunteers, clients, and community partners all contributed to the development of our latest strategic plan.

Looking ahead to the years through 2028, our strategic priorities include the following:

- Increasing equitable access for clients, caregivers, and families
- Strengthening community partnerships
- Responding to pressures placed on service delivery
- Investing in staff well-being
- Planning for strategic growth and sustainability



WHAT OUR VOLUNTEERS DO

At the heart of everything we do is a commitment to nurturing connections, resilience, skills, and a strong sense of community.

We believe in understanding and responding to the unique needs of people from all walks of life—across different ages, genders, abilities, and interests. Our initiatives also focus on breaking down barriers that impact optimal health and well-being, such as the geographical distances often found in rural areas.

As a Volunteer Champion, you play a vital role in our mission—from supporting our community food initiatives, to promoting fitness, enhancing mental health wellness, providing Board leadership, and pursuing other passions that support parents to build stronger families, and empower local individuals and communities to thrive.

Here's a glimpse into how our Volunteer Champions contribute to our diverse communities:

BIRTH COMPANIONS

The Birth Companions program provides emotional and practical support to pregnant people in Lanark County throughout their pregnancy, labour, delivery, and post-natal period. Volunteers also support involved fathers/partners and the family unit, enhancing the experience for the parents-to-be.



Volunteer Birth Companions

- Take part in extensive training prior to becoming a Birth Companion
- Provide a minimum of three hours of support per week to the pregnant person (this may include texting, support for medical appointments, and friendly in-person visits)
- Are present for labour and delivery, if requested
- Provide post-natal support until mom and baby are settled (six weeks minimum)

This volunteer opportunity is available in Lanark County.

BOARD OF DIRECTORS (AND COMMITTEE MEMBERS)

As a charitable organization committed to enhancing the overall health and well-being of individuals in our primarily rural communities, ConnectWell Community Health is guided by a community-elected Board of Directors, comprised of approximately a dozen members. The Board is responsible for the governance of the organization that includes helping to oversee the organization's strategic plan and financial management, handle human resources responsibilities, and manage the CEO's performance.

Looking for information about Volunteer Champion roles?

Contact champions@connectwell.ca
any time with your questions.

Board Members and Executive Members

- Attend regularly scheduled monthly meetings
- Serve on at least one Standing Committee, which meet 4-9 times/year, and report and make recommendations to the Board
- Work constructively and collegially with peers using a consensus model of decision-making



COMMUNITY-BASED FITNESS CLASSES

Weekly fitness classes are offered at multiple sites in Lanark and Renfrew counties. Held in rural community halls, these free classes are designed for older adults and seniors based on the Seniors' Fitness Instructor Certification (SFIC) course from the Canadian Centre for Activity and Aging (CCAA). Each class includes a warm-up and cool-down; cardiovascular endurance; and strength, balance and flexibility exercises. Class options include active, gentle/balance, and falls prevention.

Community Fitness Instructors

- Lead one-hour weekly exercise programs, considering participant abilities and needs
- Adhere to Seniors' Fitness Instructor Certification (SFIC) program guidelines
- Note: SFIC training and CPR/AED certification are provided by ConnectWell Community Health

This volunteer opportunity is available in both Lanark and Renfrew Counties.

COMMUNITY VOLUNTEER INCOME TAX PROGRAM

ConnectWell Community Health's Community Volunteer Income Tax Program, in partnership with the Canada Revenue Agency, offers free tax assistance to individuals with modest incomes and simple tax returns. Trained volunteers assist community members in filing their taxes at in-person and virtual clinics during March and April. Our virtual program is also available year-round, helping people catch up on completing past returns by filing retroactively (up to 10 years).

Lead Volunteer

- Serves as liaison with Program Coordinator, reception/front desk staff and CRA representatives
- Teaches, trains, and supports other program volunteers
- Serves as lead support during in-person clinics and for virtual (telephone) support

Tax-Preparing Volunteers

- Liaise with Lead Volunteer and Program Coordinator
- Complete income tax files in-person with clients and/or virtually over the phone
- Problem-solve with specific client situations, and follow up as needed
- Report completion of files to the Lead Volunteer

This volunteer opportunity is available in Lanark County.





CONNECTWELL COOKS

ConnectWell Cooks provides a variety of cooking programs with the aim of enhancing food skills, fostering social connections, and reducing food insecurity within the community. This program primarily serves adults who experience food insecurity, seek to alleviate feelings of loneliness or isolation by engaging in social interactions, and may lack food preparation and/or cooking skills.

Kitchen/Cooking Assistants

- Meet and greet participants and engage in friendly conversation for the duration of the activity
- Aid in food preparation and food service, while following safe food handling practices
- Set up the room for the activity, and assist with clean-up

This volunteer opportunity is available in Lanark County.



CURBSIDE COMMUNITY DINNER PROGRAM

This program is a monthly fundraising effort delivered in partnership with other local organizations. This initiative supports funding of Meals on Wheels for Cobden and area residents, while also offering community members a chance to enjoy a hot, delicious meal prepared by local caterers. Dinners are picked up at the “curb,” with delivery options also available. To ensure dinners are accessible to all community members, they are offered at a reduced or no cost.

Dinner Program Assistants

- Assist with packaging meals in single-use, recyclable containers and handing them out once monthly
- Deliver meals as volunteer drivers for those unable to pick up their orders
- Accept cash or cheque payments and provide correct change as needed

This volunteer opportunity is available in Renfrew County.

FRESH FOOD BOX

The Fresh Food Box program is about ensuring access to fresh, nutritious produce for people whose health status would improve with increased consumption of fresh fruits and vegetables. Teaming up with the Table Community Food Centre, ConnectWell Community Health runs this program twice a month from October to May—providing boxes free of charge to individuals and families who need them most, while helping reduce stigma associated with food insecurity.

Meeters & Greeters

- Unload food boxes from the delivery truck and pack individual boxes into bags
- Welcome and chat with people picking up their food
- Assist people as needed in carrying their produce out to their vehicles

This volunteer opportunity is available in Lanark County.





MENTAL HEALTH WELLNESS ROOMS

This program offers a welcoming, non-judgemental, and inclusive space where individuals can come together to exchange experiences and offer support as they navigate their own path towards mental well-being. Wellness rooms are open to adults who live with mental health challenges. There is no referral required, and participants do not need to register in advance.

Mental Health Peer Volunteers

- Work closely with a Mental Health Peer Support staff member to co-facilitate a weekly 60-to-90-minute mental health peer support group for adults
- Ensure all participants feel acknowledged and supported to engage to their preferred level
- Note: Volunteers must have personal lived experience of mental health and/or substance use challenges and must be available to participate in Peer Support training

This volunteer opportunity is available in Lanark County.

MINDFUL MOVEMENT

The Mindful Movement program introduces participants to the ancient Chinese practice of QiGong, focusing on mindful movements to enhance energy flow in body, mind, and spirit. Tailored for seniors and older adults, this program integrates synchronized breathing with gentle, slow movements, with weekly classes held over an 8-to-12-week period. Participants can expect a variety of benefits including stress reduction, enhanced concentration, and overall well-being.

Mindful Movement Instructors

- Lead weekly one-hour group classes in a community setting
- Promote healthy group dynamics
- Ensure adherence to health and safety policies, and complete necessary participant and program forms
- Note: Prior advanced QiGong practice and instructor training are required

This volunteer opportunity is available in Lanark County.

THERAPEUTIC RIDING

This program offers a unique opportunity for adults and children aged 3+ with developmental and physical disabilities to experience the joys of horseback riding in a safe and welcoming environment. The program emphasizes the acquisition of functional riding skills, which contribute to the enhancement of both physical abilities and mental well-being. For those who cannot ride, there is a tailored program to boost mental health that involves session time at the farm, learning about and grooming horses or a donkey.

Farm/Barn Hands

- Provide paddock care including trimming weeds, shoveling manure and fresh shavings in horse stalls, and filling water troughs
- Use wheelbarrows, rakes and shovels, which can include some heavy lifting
- Occasionally feed horses

Horse Leaders

- Take direction from one of the certified instructors
- Control the leading of the horse
- Watch the horse and rider for behaviours that may require attention

Side-Walkers

- Tack-up horses using appropriate bridle/saddle and other equipment for each rider
- Help with mounting, dismounting, and other physical supports
- Walk alongside the horse and provide support to the rider during lessons
- Offer verbal instructions and encouragement throughout
- Brush and clean horses

Special Events and Fundraising Volunteers

- Secure donations and donated items for fundraisers
- Sell tickets for events and fundraising activities
- Provide set-up and tear-down support at events

This volunteer opportunity is available in Lanark County.







TRAIL/POLE WALKING

The Trail/Pole Walking program encourages community members to boost their fitness through group-based walks led by volunteers. Weekly walks on local trails of 1-2 hours offer participants a way to add intensity and social activity to their physical activity. Programs are available in spring and fall, running weekly for 4-8 weeks in Renfrew County and 8-12 weeks in Lanark County.

Pole Walking Instructors

- Lead weekly group-based walks up to two hours per session, while promoting healthy group dynamics
- Complete and collect all required participant and program forms, ensuring adherence to health and safety policies
- Note: Completion of the Urban Poling Instructor Certificate Course is required

This volunteer opportunity is available in both Lanark and Renfrew Counties.

Other Volunteer Champions Opportunities

As our communities grow and change, so too do our Volunteer Champion opportunities. If you have a special interest or talent that you would like to contribute but it's not listed or described here, please contact us at champions@connectwell.ca to let us know!



VOLUNTEER CHAMPION RIGHTS & RESPONSIBILITIES

With your passion and contributions, ConnectWell Community Health is able to make a meaningful impact on the lives of individuals and families in our communities.

To ensure your experience is both fulfilling and empowering, we have highlighted your rights and responsibilities below.

Once again, thank you for choosing to be a part of our team, and for your ongoing commitment to promoting wellness and social well-being across our many communities!

YOUR RIGHTS

As a Volunteer Champion, you have the right to:

- **Receive an orientation**—To learn all about ConnectWell Community Health, your role as a volunteer, the type of environment(s) you will be working in, and the people you will interact with.
- **Get ongoing guidance and direction**—Including clear instructions, support, and supervision to help you be effective in your role.
- **Receive training for your position**—To ensure you are equipped with the proper skills and knowledge to safely and fully perform your duties.
- **Be treated with respect**—Including being welcomed to the organization, regularly listened to, and recognized as a valuable contributor and integral part of ConnectWell Community Health.
- **Be provided a safe and supportive environment**—So you can contribute within a harassment- and barrier-free workplace that respects human rights.
- **Receive and provide regular feedback**—Both formal and informal, so you can carry out your volunteer duties to the best of your ability.



YOUR RESPONSIBILITIES

To maintain the high standards of our programs, ConnectWell Community Health expects that all Volunteer Champions:

- **Come on schedule, and on time**—Be present on the agreed-upon dates and times, while notifying your supervisor with as much advance time as possible if you cannot attend or need to leave early.
- **Carry out your tasks with integrity**—Consistently perform your volunteer duties efficiently, honestly, and to the best of your abilities; and approach your supervisor if you have any questions or concerns.
- **Accept guidance from and decisions made by your supervisor**—While volunteers are welcome to suggest different approaches for doing things, the final decisions lie with direct supervisors.
- **Participate in orientations, trainings, and meetings**—To ensure you acquire and continue to maintain the proper knowledge and skills for your volunteer role.
- **Keep internal information confidential**—Sensitive information about ConnectWell Community Health clients and the organization must not be shared.
- **Follow the policies and procedures of the organization**—Abide by the protocols of the organization and when in doubt, ask your supervisor. Please also continue reading for a short summary on the core policies that apply to all our volunteers.



VOLUNTEER POLICIES

In this section, we've provided a quick snapshot of the things that will matter most to you as a Volunteer Champion—covering the entire volunteering lifecycle from recruitment through recognition, and everything in between.

Looking for more information about these policies? Simply reach out to your immediate supervisor—you can reference the corresponding document number listed below.

RECRUITMENT

Recruitment (5.01.05)

ConnectWell Community Health recruits Volunteer Champions to strengthen, enhance, and augment the organization's services—and to provide you with opportunities to contribute to your community. Our organization emphasizes flexibility across our volunteer positions to allow the best fit between your unique talents, skills, gifts and challenges, the needs and interests of people in the communities we serve, and the capacity of our organization and staff to respond effectively.

Interviewing (5.01.06)

We start your recruitment journey by meeting with you (ideally in-person) to determine your interest in, and qualifications and suitability for, a specific volunteer assignment. This interview also provides you an opportunity to ask any questions about the organization, the position, and your responsibilities.

Volunteer position descriptions (5.01.04)

During the recruitment stage, you will receive a written rundown of your Volunteer Champion role—including the title, what you'll be doing, where you'll be doing it, how much time you will need to commit, and who to reach out to for help. This description will also cover qualifications, any specific training required, safety considerations, and more.





SCREENING

Screening (5.01.07)

Before being accepted as a registered Volunteer Champion and assigned to a specific position, you must undergo a standard or enhanced level of screening—which, at a minimum, will include references and a Criminal Record check or Vulnerable Sector Screening check. This screening will be conducted as quickly and efficiently as possible, at no cost to you.

ORIENTATION/ONBOARDING

Orientation (5.01.08)

As a Volunteer Champion, you will receive an orientation about ConnectWell Community Health and the specific program you are volunteering for. Your orientation will cover topics including our vision, mission, and beliefs; any relevant organizational policies and procedures; organizational culture; reporting lines; expectations in terms of conduct and behaviour; health and safety considerations and procedures; and the importance of maintaining client confidentiality.

You will also receive a worksite tour, and introductions to program staff and other Volunteer Champions.

Confidentiality (5.01.09)

All Volunteer Champions must sign our Privacy and Confidentiality form. In your volunteer role, you will be exposed to personal and confidential information—and unless specifically authorized to do so, you may not share this information with anyone other than your immediate supervisor. Failure to maintain confidentiality will result in corrective action and could include termination of your role.





Trial Period (5.01.17)

All Volunteer Champions with regular, ongoing placements begin on a trial basis. The length of your trial period will be determined based on your position, as well as the program's specific needs. If the placement is not satisfactory for either you or the organization, ConnectWell Community Health may consider making changes to the position description or may suggest other volunteer opportunities that may be more suitable.

Volunteer Records (5.01.10)

Personnel records of each Volunteer Champion are kept in a secure location and handled in accordance with applicable privacy legislation. To ensure we maintain accurate records, please notify us as soon as possible if you have any changes in name, address, telephone number, email, emergency contact, etc.

TRAINING

Training (5.01.11)

As a Volunteer Champion, you will receive on-the-job training to ensure you have the information and skills necessary to perform your volunteer assignment. Training requirements vary; some must be completed before starting your volunteer role, while others are provided once you begin. You may also

have opportunities for additional training to enhance your performance or skills. Note that specific training may be mandatory for certain volunteer assignments.

SUPERVISION

Supervision of Volunteers (5.01.14)

All Volunteer Champions receive ongoing supervision, support, direction, and feedback by a designated staff member. This person will ensure you regularly have the resources, knowledge, information, and support to perform your tasks to a high standard.

Tracking of Volunteer Contributions (5.01.15)

Supervisors will record your volunteer hours. Doing so is necessary for our ongoing evaluation of the Volunteer Champions program—and will help ConnectWell Community Health determine future needs and goals for managing volunteer resources across the organization.

EVALUATION

Evaluation (5.01.16)

If you have a regular, ongoing role as a Volunteer Champion, you will be formally and informally evaluated throughout your placement. Additionally, you will also have opportunities to evaluate your own experience, and to share feedback to help further develop the Volunteer Champions program.

RECOGNITION

Recognition (5.01.18)

Many of the programs offered by ConnectWell Community Health are only made possible through the efforts of our Volunteer Champions, who work together to improve the health and well-being of people in our community. We acknowledge the valuable contributions our volunteers make to our programs and our communities, and we are committed to recognizing and celebrating our volunteers in both formal and informal ways.

OTHER

Accessibility for People with Disabilities (2.01.16)

ConnectWell Community Health is committed to excellence in serving all clients and members of the community. This includes people with disabilities who may use assistive devices, people who are accompanied by a support person or service animal, or people who require other accommodations in order to participate.

Corrective Action and Dismissal (5.01.19)

The Volunteer Coordinator or designate is responsible for applying corrective action when volunteers demonstrate job-related behaviours that do not meet expected and communicated performance standards.

“Corrective action” is meant to help you understand the problem, be given an opportunity for improvement, and to correct that problem and improve performance. Depending on the severity of the unacceptable behaviour or conduct, ConnectWell Community Health may dismiss a volunteer at any point in this process.



COVID-19 Vaccination Policy (4.02.08a)

ConnectWell Community Health has a duty to protect the health and safety of its staff, volunteers, and clients. The various provincial Ministries who fund our work (i.e., Ministries of Health, Education, Children, Community and Social Services etc.) oblige us to follow COVID-19 vaccination guidelines with a goal to reduce the risk of serious infection among staff and clients. Therefore, we kindly request all Volunteer Champions to thoroughly review the policy and sign the attestation confirming their agreement to comply with it.

Harassment in the Workplace (4.01.27)

ConnectWell Community Health is committed to the prevention of workplace violence and harassment—and will take whatever steps are reasonable to protect you, our staff members, board members, and visitors from workplace violence and harassment from all sources.

If you have concerns about workplace violence or harassment, contact your supervisor immediately. An investigation will be conducted, and appropriate actions taken. If your concerns involve your immediate supervisor, please raise your concerns with the Chief Executive Officer (CEO).

Health and Safety (5.01.12)

The safety, health, and well-being of our Volunteer Champions, staff, and clients is of utmost concern. We follow legislated health and safety standards and provide training to ensure these standards are applied by staff and volunteers. We investigate and follow-up on every incident to better understand what happened and to prevent recurrences.

As a Volunteer Champion, it is your responsibility to perform your work in a safe manner. This includes reporting hazardous conditions, defective equipment or tools to your supervisor without delay. Your supervisor is responsible for ensuring compliance with our Health and Safety policies and procedures. As a team, we work together to ensure safety for all.

Incident/Accident and Serious Occurrence Reporting (4.01.06)

If you experience an incident, accident, or serious occurrence while fulfilling your volunteer duties, you must report it to your direct supervisor immediately. The supervisor will then complete an Incident/Accident and Serious Occurrence Report. The investigation process will assess the root cause of the accident or incident, to prevent any future occurrences.





Inclement Weather (1.03.04)

As extreme and unpredictable weather events are increasing in frequency, our programs and services are being designed so that alternate arrangements are built-in from the start. If you are scheduled to volunteer but do not feel safe driving due to inclement weather, let your supervisor know as soon as possible.

Involvement in Advocacy and Community Action (1.04.13)

We recognize and value the advocacy work and community actions undertaken by many individuals and groups to improve the lives of the clients, families, and communities we serve. As a community member (who is known and recognized as a volunteer with ConnectWell Community Health), you are free to take a stand on a public/community issue or to engage in community action external to our organization; however, in these cases we ask you to be clear that you are not representing, acting, or speaking as a ConnectWell Community Health volunteer.

Non-Discrimination (5.01.02)

ConnectWell Community Health is committed to providing an environment free of discrimination and harassment, where everyone is treated with respect and dignity, and can contribute fully and have equal opportunities. Under the Ontario Human Rights Code, every person—including our volunteers—has the right to be free from harassment and discrimination.

Volunteer Champions are likewise expected to work with clients, program participants, peers, staff, and the general public in a sensitive, inclusive and respectful manner.

Personal Grooming and Appearance (1.04.07)

As representatives of ConnectWell Community Health, staff and Volunteer Champions are expected to have a neat, well-groomed appearance, and wear appropriate clothing suitable to the location of work and tasks involved.



Reimbursement of Expenses (3.01.09)

Provided you receive prior approval, you will be reimbursed for any reasonable expenses you personally incur on behalf of the organization. Please note that all expense claims with original receipts of purchase (not credit card slips) must be approved by your supervisor before you submit the claim for payment.

Resignation (5.01.23)

If you wish to resign your volunteer position, please do so to your direct supervisor—verbally or in writing. Given how much the organization relies on our Volunteer Champions, please provide as much advance notice as possible, allowing time for staff to make alternative arrangements.

Resolving Disagreements Involving Volunteers (5.01.03)

We believe in a workplace where open, direct, and constructive communication is key. If you have an interpersonal or task-related disagreement with someone, we encourage you to address it directly, aiming for understanding and resolution right from the start. If that's not possible, we apply a resolution process to ensure everyone involved is treated fairly and respectfully, and with confidentiality.





Safe Food Handling (2.01.21)

Safe food handling practices for storage, preparation and serving must be followed for both on-site and off-site food services, helping to reduce the risks of cross-contamination resulting in foodborne illnesses or allergic reactions.

Safety for Off-Site Outings and Events (4.01.16)

Many Volunteer Champions deliver their programs in community settings outside of our main office locations. Volunteers will be oriented to the safety features, considerations and emergency procedures to follow at each of the locations where they work. Volunteers (as deemed appropriate) will, in turn, orient program participants of these features and procedures.



Scent-Free (4.01.39)

The ingredients or chemicals present in many commonly used body care and cleaning products (e.g., soaps, shampoos, body washes, deodorants, skin creams, aftershave, laundry detergents, fabric softeners etc.) can cause severe respiratory or allergic reactions including headaches, migraines, nausea and dizziness for people who are sensitive to them. Unscented alternatives should be used.

Slips, Trips and Falls (4.01.33)

ConnectWell Community Health does not and cannot always control the environment where slips, trips, and fall hazards occur. However, Volunteer Champions are expected to take quick action to identify and minimize risks and report on them as soon as possible.

Smoking in the Workplace (4.01.11)

To provide a safe and healthy environment, smoking and/or vaping are not permitted within any work sites, nor within 9 metres of an entrance/exit to any work site managed by ConnectWell Community Health. Note that this policy also applies to any space used by the organization, regardless of ownership.

Social Media (8.04.02)

ConnectWell Community Health is supportive of open virtual communication. Everyone will be held accountable for what they write or post on social media or internet pages as it relates to their work at ConnectWell Community Health. Hurtful or inflammatory comments, unprofessional remarks, and/or breaches of confidentiality will result in disciplinary action, up to and including termination.

Speaking on Behalf of the Organization (5.01.20)

ConnectWell Community Health's Chief Executive Officer (CEO) is the primary spokesperson and contact for news media, except when otherwise delegated. As a Volunteer Champion, you may not make any public statements which might obligate the organization in any way.



Substance Abuse and Addiction (1.04.06)

As dependency on alcohol and/or drugs (whether legal, prescription or illegal drugs) may prevent one from performing their volunteer duties effectively or create a physical or mental impairment, volunteers must be fully sober while on-site and performing duties. If your supervisor has reasonable cause to suspect that the use of substances is interfering with your performance or jeopardizing your safety or the safety of staff or clients, the supervisor has a responsibility to address these concerns with you.

Volunteer Insurance and Liability (5.01.13)

ConnectWell Community Health maintains insurance coverage to protect all volunteers in their roles. However, if you choose to perform duties outside those detailed in your position description (or as assigned by the Volunteer Coordinator and/or Staff Resource), you may not be covered under the organization's insurance policy. If you choose to use your own personal equipment to perform your volunteer duties, you must obtain your own insurance and liability coverage.



THANK YOU FOR BEING PART OF SOMETHING BIGGER!

As a Volunteer Champion, you are an ambassador of wellness, hope, and compassion—and your willingness to fuel change, inspire connection, and create a feeling of belonging and opportunity across our communities is deeply appreciated.

Thank you for choosing to spread kindness to the many residents across our vast rural landscape. Your generosity truly makes the world a better place.

**In other words, you are positively
the heart of our communities!**







GET IN TOUCH!

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CONNECTWELL.CA

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