



**canadian
association for
participatory
development**

VOLUNTEER HANDBOOK

Reference:

Model Volunteer Handbook. Dr. Bill Wittich (2003), Knowledge Transfer Publishing: USA

Dear Volunteer,

Welcome to the Canadian Association for Participatory Development Volunteer Program!

You have joined an organization that facilitates the development of leadership skills in others by creating supportive networks. Our primary focus is people disadvantaged by circumstance or disability and their organizations in Colombia. Our secondary focus is you, our volunteer. We are excited that you are willing to share your time and talent with others and hope that your volunteer experience will be rewarding.

The Volunteer Handbook provides answers to many of the questions you may have about who we are and what we do. It also covers policies and our mutual responsibilities. You are responsible for reading and understanding the Volunteer Handbook, and for adhering to the policies. If anything is unclear, please discuss the matter with the Volunteer Coordinator.

Personal satisfaction, career development and community service are some reasons people enjoy volunteering. CAPD is dedicated to doing its part to assure you of a satisfying volunteer experience.

Best wishes for your success and enjoyment in your volunteer experience.

Marlene Wiens

Managing Director

Canadian Association for Participatory Development

Receipt & Acknowledgment of CAPD Handbook

This Volunteer Handbook is an important document intended to help you become acquainted with CAPD. This Handbook will serve as a guide: it is not the final word in all cases. It will illustrate our Mission and our Vision that will serve our clients.

Please read the following statements and sign below to indicate your receipt and acknowledgment of the CAPD Volunteer Handbook.

- I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of CAPD at any time.
- I further understand that my volunteering is terminable at will, either by CAPD, or myself regardless of the length of my volunteering.
- I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that confidential information must not be released within or outside CAPD.
- I understand that my signature below indicates that I have received this copy of the handbook and that I agree to read it prior to my first volunteer assignment. I agree to abide by all of the policies and procedures contained in this handbook.

Volunteer's Signature _____

Volunteer Manager's Signature _____

Date _____

Purpose of This Handbook

The Board of CAPD acknowledges and supports your vital role as a volunteer in achieving our mission. We also acknowledge the importance of involving you in meaningful ways that reflect your abilities, needs and background. This Handbook has been produced to prepare you for being a CAPD volunteer. This book will share with you a little of CAPD's history, philosophy, practices, and policies, as well as the support we will provide to you as a valued volunteer.

No volunteer handbook can answer all the questions you might have about our program. It is in our orientation that we can better get to know each other, express our views, and volunteer together in a harmonious relationship.

We hope this Handbook will allow you to feel comfortable with us. We depend on you – your success is our success. Please don't hesitate to ask questions; your volunteer coordinator will gladly answer them. We believe you will enjoy your volunteer work and that you will find CAPD a good place to volunteer.

We ask that you read this Handbook carefully, and refer to it whenever questions arise. We also suggest that you take it home, so your family can become more familiar with CAPD and our policies.

About CAPD

CAPD's History

The impetus to establish CAPD came from the Managing Director Marlene Wiens who, along with her husband and founding member, Bob, lived in Colombia for nearly three years. During this time, Marlene worked as a volunteer physical therapist in the communities of Bucaramanga, Santander. One day, she was invited to meet with mothers of disabled children from the poorest sector of the city. When she asked these women what they wanted for their children, they stated they wanted them to go to school. With that expressed desire from the mothers, Marlene and her Colombian colleague, Henry Nuñez, began to search for integrated schools and to raise funds to pay for transportation and therapy. One year later, a charity called FANDIC (foundation friends of children with disability for their inclusion into the community) was registered in Bucaramanga. Soon after, Marlene returned to Calgary where she and Bob founded CAPD to provide supportive learning opportunities for FANDIC and similar organizations. Since 2002, when CAPD was registered as a charity with the Canadian Revenue Agency, we have supported projects in Mexico, Belize and Costa Rica. We have now chosen, however, to limit our activities to Colombia. Our long-standing partners are FANDIC from Bucaramanga and ASODISPIE from Piedecuesta. In 2010 CAPD expanded its mission to include the Green Light Education Assistance program in Santander to help poor children stay in school. This program was expanded to Risaralda in 2012 and La Guajira in 2016. The Safe Water for Families program, using the BioSand water filter, was initiated in Monteria in 2011 and is now active in many parts of Colombia.

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The Vision

The vision of CAPD is to facilitate the integration of people disadvantaged by circumstance or disability as contributing members of their communities and society through the removal of barriers to education and the building of individual and organizational capacities internationally.

The Mission

We support participatory community development initiatives with people disadvantaged by circumstance or disability. Our goal is to promote collective actions that enhance development of knowledge, leadership, and volunteerism and that lead to enhanced quality of life and dignity.

Objective:

To provide disadvantaged people with the training and assistance needed to improve the quality of their life.

Mission Implementation Strategy

CAPD builds long-term relationship of trust and respect with our community partners in Colombia through a process of 'accompaniment' in which there is reciprocal learning and understanding. We value authentic participation of our partners by affirming abilities, promoting local leadership and enhancing opportunities for self-actualization. We develop and assist with educational activities, financial support, technical support, networking and research.

We implement our Mission by:

1. Promoting awareness and understanding amongst individuals, families and communities with respect to the issues of marginalization or disability by:
 - Promoting the development of community organizations
 - Organizing and supporting educational and training opportunities in conjunction with local community leaders
 - Developing and translating relevant educational and training material
 - Promoting safe environments for women and children
 - Promoting opportunities in small business development
2. Nurturing organizational capability of local non-governmental community organizations working in the area community development by:
 - Providing consultancy in the generation, administration and evaluation of projects related to disability, education, or community development in a manner that enhances their capability and effectiveness
 - Facilitating the training of local community workers
 - Promoting local and international partnerships through networking
 - Providing funding through cost-sharing agreements
 - Promoting research with regards to people at risk of marginalization
 - Supporting organizational evaluation and good governance of organization

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3. Striving to retain expertise in participatory development and areas relevant to our mission such as:

- Community Based Rehabilitation (CBR)
- Proposal writing and implementation of programs and project development
- Fund raising and public relations
- Organizational development
- Program planning and evaluation
- Knowledge development assisted by CAPD volunteers with expertise and capacity building in health and development research.

Our Values

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| <ul style="list-style-type: none"> • We value a positive atmosphere • We believe in the capacity of others • We believe in sharing through partnership • We value the knowledge and experience of others | <ul style="list-style-type: none"> • We are sensitive towards the beliefs of others • We uphold the dignity of each person • We have respect for each other • We value giving each person a voice • We believe in the value of work |
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CAPD PROGRAMS

1. INTEGRATION PROGRAM

CAPD supports Colombian disability organizations, FANDIC and ASODISPIE to provide programs that promote integration of people with disability such as therapy, recreation, education assistance, nutrition and small business initiatives.

a) FANDIC

Marlene Wiens, Managing Director, began working with FANDIC, a community project in Bucaramanga, since its inception in 1998. This organization assists low-income children with disability from the north of Bucaramanga to receive therapy, education and recreation. They work with the mothers of the children by teaching them about the child's condition and a home exercise program and engage them in learning opportunities such as nutritional cooking and baking. CAPD has provided technical, organizational and financial support to FANDIC over the years and has received project funding from the Alberta Government and Calgary Rotary Clubs.

In 2010, CAPD provided funding for the purchase and renovation of a house for FANDIC Norte, a Learning and Therapy Centre in the north of Bucaramanga and for a used minivan. In 2011, CAPD and FANDIC embarked on a 5-year sustainability project to help FANDIC to gain independence through income generation. As a result, FANDIC is now securing Government contracts to help sustain their work with low-income clients from the north of Bucaramanga.

b) ASODISPIE

ASODISPIE, a non-profit organization registered in 1998, was founded by people with disability in Piedecuesta, Santander. Their aim is to provide a better quality of life and a holistic rehabilitation for their members. Their dream is to demonstrate to their society that they, as citizens, can contribute as valued citizens.

CAPD started work with ASODISPIE in October 2003 by facilitating a mini workshop in which they focused on goals, strategies and strengths. From 2006 – 2009 CAPD and ASODISPIE ran a collaborative project on self-care under the leadership of AIFO/ Italy and with support from the Christopher Reeve Foundation and the Alberta Government.

In 2009, CAPD embarked on the development of a custom-built stroller for children with severe disability living principally in rural areas. In 2010, CAPD and the Alberta Government collaborated to provide funding for a bus to transport people with disability to ASODISPIE's new Centre. Also in this year, CAPD and ASODISPIE embarked on a project to help the foundation gain independence through income generation. ASODISPIE has been successful in gaining support from the Rotary Club of Ruitoque, the Piedecuesta Municipal Government and CAPD.

2. GREEN LIGHT EDUCATION ASSISTANCE PROGRAM

The Green Light program was developed to encourage low-income children stay in school until graduation by providing uniforms, shoes and school supplies. Children from single parent families who do not receive support from other organizations are given priority. The students must maintain a 75% average in order to stay in the program and a member of the family must contribute to the school by engaging in events of social service. The program operates in three departments of Colombia.

a) Santander

The program was initiated in 2010 to assist students from Bucaramanga, Piedecuesta, Mesa de los Santos, and La Laguna (a region of Los Santos). The majority of the students live in rural areas. Our Partner for this program is FANDIC.

b) Risaralda

The program was initiated in 2012 to assist students from 2 schools in Pereira and two rural schools. Our partner for this program is the Foundation Maria Teresa Vasco.

c) La Guajira

The program was initiated in Albania, La Guajira in 2016 in 4 Wayuu communities with Primary schools. Secondary school students from those communities were added in 2017. Our partner for this program is the Foundation "Manos Solidarias" of the Rotary Club El Cerrejon.

4. SAFE WATER FOR FAMILIES PROGRAM

CAPD initiated the Safe Water program in 2007. Initially, there was a 3-way partnership between CAPD, Colombian and Canadian (Calgary) Rotary Clubs in which CAPD provided the community component of training and follow-up while Rotary provided oversight and funding. In 2016, CAPD contracted Foundation "Red Proyecto Gente" (FRPG) to facilitate the Safe Water program through training and promotion. In addition, CAPD started

collaborating with CAWST and has benefitted greatly with the guidance, facilitation and training by their International Technical Advisor, Eva Manzano. Projects are on-going in La Guajira, Cordoba, Ibague, Cartagena, and Santander. To date, all entities doing filter projects in Colombia have installed more than 4000 BioSand water filters in rural homes of Colombians.

CAPD BOARD STRUCTURE

CAPD is governed by an Administrative Board in which Board members are actively engaged in doing the work of the organization. Membership on the Board requires a minimum time commitment of five hours per month. Members are required serve on one committee, attend board meetings, participate in fund raising events and participate in the development and review of CAPD's organizational plan. CAPD has four committees: Project Development and Evaluation, Public Relations, Nominating/Volunteers and Audit.

What You can Expect from CAPD

As a volunteer with CAPD you can expect:

- To be provided with information specific to your task including a job description, the specific tasks to be completed, and the assessment of risk specific to the job position.
- To receive orientation to CAPD and the Host Organization (if applicable).
- To receive supervision for the jobs you accept including encouragement and constructive feedback.
- To be trusted with confidential information if needed to carry out assignments.
- To be given appropriate formal and informal expression of appreciation and recognition.
- To have your time used well due to the planning, coordination and cooperation of CAPD and their partners.
- To discuss any problem with the Volunteer Coordinator and receive prompt attention to any concerns which may arise.
- That your personnel records documenting your volunteer experience including positions held, evaluations and commendations, will be kept confidential.
- That your individual rights will be respected and that all volunteers will be treated with courtesy and consideration.
- To have appropriate work space including consideration for physical disabilities.
- To have all these things done in a spirit of friendliness and cooperation.

What CAPD Expects from You

Your first responsibility is to know your duties and how to perform them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with your colleagues whether they be fellow volunteers or paid staff working with CAPD or CAPD's partners. Your interaction with your colleagues and how you accept direction affect the success of your personal experience as well as the success of the project.

Take advantage of opportunities for personal development offered to you. The Handbook offers insight on how you can perform to the best of your ability to meet and exceed CAPD's expectations. Depending on the nature and location of your volunteer assignment, you may be exposed to valuable training and/or job opportunities.

We are dedicated to providing an environment in which you are a team member. We encourage you to voice your opinions and contribute your suggestions to improve the effectiveness of the project. We encourage you to provide feedback regarding your volunteer experience.

Remember that you help to create safe and pleasant volunteering conditions for yourself as well as other volunteers. CAPD needs your help in making each volunteering day enjoyable and rewarding. Your experience is important to us.

Volunteering Policies

As a new or returning volunteer with CAPD you will encounter new situations and will need to become familiar with new surroundings. Your fellow volunteers and the Board of CAPD want you to get off to a good start. One of the first things you should do is carefully read this Handbook and to ask any questions about the practices and policies of CAPD.

Risk Management

CAPD has a risk management process that is consistent with the overall organization continuous risk management process. This process includes:

- Intake screening of volunteers
- Risk assessment of volunteer positions
- Record keeping
- Debriefing evaluation

Each volunteer position is assessed for risk and your screening procedure will reflect the degree of risk in the position or project. If you are going overseas, you are asked to follow the instructions regarding security, medical emergency and health precautions provided by CAPD and the Host Organization and will sign a Waiver of Claim and Indemnity. You will also be asked to purchase travel and health insurance that includes evacuation.

Volunteer – Client/Member Relations

You are encouraged to develop relationships with fellow volunteers, partners and clients. As a volunteer, you are as unpaid staff and it is expected that your relationships with clients or members have the same boundaries as those of paid staff. You may not act in the role of advisor or counselor for any issues occurring outside of the duties of your volunteer position description.

Overseas Volunteer – Host Organization Relationship

Overseas volunteers are responsible to both the Host Organization and to CAPD. Both organizations provide orientation and supervision. You are encouraged to discuss all aspects of local culture, your work and your environment with the Host Organization prior to initiating work and throughout your volunteer experience.

Vacation or Leave of Absence

You are expected to respect the agreements made with CAPD and the Host Organization and to advise the designated contact prior to taking a leave of absence or vacation.

Termination of Volunteers

You may voluntarily choose to terminate your services.

The Volunteer Manager has the authority to dismiss a volunteer who fails to comply with the policies and procedures as outlined in this manual and in the volunteer position description, or if is deemed in the best interests of CAPD, the Host Organization or the volunteer.

Harassment

CAPD is committed to providing an environment that is free of any harassment that violates personal rights, dignity, or integrity. However, if you are a volunteer whose position is in a country other than Canada, please note that cultural customs and attitudes vary from country to country. You are expected to seek out local information and to discuss uncomfortable situations with the Designated Contact of the Host Organization and of CAPD.

Harassment is taken to mean unwelcome, intimidating and offensive behaviour which a reasonable person would be expected to know is unwelcome. It includes, but is not limited to, harassment on the following grounds:

- embarrassing, suggestive or threatening language
- unwelcome physical contact and/or persistent invitations or requests
- displays of pornographic, racist, sexist, or other derogatory materials
- persistent and unwelcome remarks pertaining to a person's body, attire, age, gender, marital or family status, disability, race, colour, sexual orientation, national origin, or religion

Actions or words that harass are strictly forbidden and will not be tolerated. Any such action may result in disciplinary measures up to and including dismissal.

Standards of Conduct

All volunteers are expected to meet CAPD's Standards of Conduct. You are expected to:

- Fulfill your obligations and responsibilities in alignment with CAPD's values
- Serve clients in a conscientious, diligent, and efficient manner
- Treat paid and unpaid colleagues with respect and to work cooperatively with them.
- Treat CAPD, its projects, and programs with dignity and respect.
- Work within the boundaries of the social work code of ethics.

Conflict of Interest

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You must act in the best interests of CAPD and its clients without any intention of obtaining direct or indirect benefit.

Representing the Organization

We ask that you act as an ambassador and representative of CAPD and be respectful towards the overseas Host Organization in the performance of your duties, in accordance with your written position descriptions and the organization's policies and procedures.

We ask overseas volunteer not to become politically involved in any way, for example in political demonstrations. This request is made to ensure your personal security and the good standing of both the Host Organization and CAPD.

Confidentiality

As stated in the signed oath of confidentiality, you shall protect the privacy of clients and hold in confidence all professionally acquired information concerning clients, paid staff, board members and volunteers. You shall disclose such information only when legally or professionally obligated to do so.

Alcohol/Drugs/Smoking

The use, purchase or sale of alcohol or illegal drugs is not permitted while engaged in volunteer duties with CAPD. You are prohibited from being under the influence of alcohol and/or drugs, which impair performance and judgment while carrying out your duties. You must follow any anti-smoking laws and organization regulations.

Dress Code

At all times while performing their duties, you must dress in a manner that is appropriate to:

- Your assigned responsibilities
- Safety considerations
- Weather conditions
- Representing the image of the organization

Acceptance of Gifts/Transporting of Goods

You are discouraged from taking gifts from clients. Borrowing from or lending money to clients is prohibited. Transporting goods or money for others to/from Canada is strongly discouraged.

Allergies

You are encouraged not to wear any perfumes, colognes or other excessively smelly product to avoid allergic reactions of those who come into contact with them.

Grievance

If you suspect that you have been mistreated, or are not afforded your rights, you may freely discuss the matter with CAPD's Volunteer Manager or designated contact person.

Reimbursement of Expenses

You will agree to a budget for reimbursement of allowable and pre-approved expenses incurred while fulfilling assigned duties of a project prior to initiating the project.

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In Closing

Your Volunteer Manager and the Board of CAPD hope your volunteer experience is pleasant and rewarding! Your time and effort on this project is valued and appreciated!