



# VOLUNTEER RESOURCE MANUAL

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333 Sherbourne Street, Toronto, Ontario M5A 2S5



# **Thank you for your interest in working with Supporting our Youth!**

Our volunteers are key to the success of our work in the community and we deeply appreciate your contributions of time, talent and energy! Supporting Our Youth (SOY) is a dynamic volunteer organisation that works to improve the lives of lesbian, gay, bisexual, transgender and transsexual youth in Toronto through the active involvement of adults working together with youth. We create healthy arts, cultural and recreational spaces for young people; provide supportive housing and employment opportunities; and increase youth access to adult mentoring and support.

A program of Sherbourne Health Centre since September, 2004, Supporting Our Youth is a volunteer-run project with staff support. Volunteers play a major role in initiating, developing and implementing activities, and the project's overall operation is overseen by a volunteer Community Advisory Committee. At any one time, there are approximately two hundred volunteers involved with SOY activities, reflecting the spectrum of our LGBTT communities in terms of age, class, race, ethnicity, sexual orientation, gender identity, and have a rich diversity of skills and experience.

As a volunteer with SOY, you will have the opportunity to meet new people with whom you can share your knowledge and skills, as well as the opportunity to experience new challenges and acquire new skills. You will also be helping to foster community development and provide valuable services and supports to youth.

There are many ways to contribute to SOY. Enclosed are descriptions of the various volunteer roles at SOY. If there are some additional ways in which you would like to contribute, or a role that you feel is needed but not listed, feel free to direct your ideas to SOY staff.

Also enclosed are the Volunteer Application form and the Volunteer Agreement form. We ask that you please sign and return these documents immediately in order to begin volunteering. You'll also find a Feedback form at the back of this package, so that you can regularly tell us how we are doing in supporting and recognizing your amazing work!

If you have any questions about how to use this manual, or any other questions for that matter, please do not hesitate to call us at (416) 324-5077 or email [soy@sherbourne.on.ca](mailto:soy@sherbourne.on.ca).

*Welcome to SOY!*

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# SOY Mission Statement and Policies

## Mission Statement

Supporting Our Youth (SOY) creates opportunities for lesbian, gay, bisexual, transgender, transsexual, two-spirited, queer and questioning youth and adults to build community together. We believe that our whole community benefits from greater investment in youth. SOY develops activities with young people that build skills and capacities, provide supports, and increase access to adult mentoring.





# **STATEMENT ON DIVERSITY / INCLUSIVENESS**

**Adopted by the Community Advisory Committee – March 10, 2005**

SOY has a community development mandate with a mentoring and cultural/arts focus to reach out to, support, and celebrate queer and trans youth<sup>1</sup> from diverse backgrounds. Innovative and dynamic, SOY invites in and draws upon the creativity of queer youth in all aspects of its organization<sup>2</sup>. SOY develops programs to address the complex social issues faced by queer youth, including untapped creativity, marginalization, rejection/isolation, neglect/violence, poverty/lack of power and privilege, as well as discrimination and harassment/bashing.

As a community of youth and adults, SOY creates a welcoming atmosphere and develops programs that reflect its interest in social justice. To ensure increasing diversity, SOY, on an annual basis, assesses its progress by reviewing which social identities [e.g. race, class, gender, (dis)abilities] the organization makes visible and affirms and which ones require more visibility and recognition in the future.

SOY's annual review for increasing diversity includes an assessment of:

- The composition of its participants, staff, volunteers and Community Advisory Committee (CAC).
- Its methods for involving youth in decision-making, including its success at pairing youth and adult CAC members to support informed/skilled involvement.
- Its programming, including its:
  - ◆ methods for increasing accessibility,
  - ◆ program development and delivery,
  - ◆ communication plans and programs,
  - ◆ orientation to welcome new participants/members, and its
  - ◆ leadership development for youth, especially in the area of group process and facilitation within diverse organizations.

Based on this review, SOY develops goals for increasing diversity and accessibility. SOY also ensures that all its organizational processes are consistent with this Statement on Diversity/Inclusiveness.

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<sup>1</sup> Queer captures a diversity of sexual/gender identities and sexual orientations/preferences. Primarily it includes lesbian, gay, bi-sexual, transgender, transsexual, two-spirited, inter-sexed and questioning youth, however, it also makes space for emerging sexual identities that find their voices in the queer community.

<sup>2</sup> SOY is a program of Sherbourne Health Centre (SHC) and is governed by its policies and procedures.

## **STATEMENT ON CONFIDENTIALITY**

**Adopted by the Community Advisory Committee – March 10, 2005**

SOY is a program of Sherbourne Health Centre (SHC) and is governed by its policies and procedures, including its policy of Confidentiality (for more details please refer to the Confidentiality Policy in the SHC Human Resource Manual, Section II, Policy 2.3).

SOY's Mentoring and Housing Program has its own requirements for confidentiality that are outlined in the SOY Policy and Procedure Manual for the Mentoring Program for Lesbian, Gay, Bi-sexual, Transsexual and Transgender youth.

To assist SOY participants/members to understand the importance of keeping confidences and respecting privacy, SOY uses the following guiding principles in its orientation for new participants/members:

- Although staff, facilitators and volunteer mentors exchange needed information about SOY youth participants, information about the private lives of SOY members is considered private and is not released without reason or consent.
- Gossip and hurtful comments are damaging to the individual and to the organization. It is everyone's role to stop and prevent gossip.
- Information that is overheard by accident should not be shared.
- SOY's Program Manager must be informed of any safety threats, to self or others, and of criminal activity and will act on this information appropriately.

SOY also requires that its Community Advisory Committee (CAC) members and its volunteers sign an Agreement of Confidentiality (for more details please refer to the Confidentiality Policy in SHC Human Resources Manual, Section II, Policy 2.3).

## **STATEMENT ON CONFLICT OF INTEREST**

**Adopted by the Community Advisory Committee – March 10, 2005**

SOY is a program of Sherbourne Health Centre (SHC) and is governed by its policies and procedures, including a requirement to declare any conflicts of interest (for more details please refer to the Conflict of Interest Policy in SHC Human Resource Manual, Section II, Policy 2.8).

To assist SOY volunteers (youth and adult), Community Advisory Committee (CAC) members and staff to declare conflicts of interest, SOY, in its orientation for new participants/members uses the following guiding principles:

- SOY members will excuse themselves from decisions that could result in, or be seen to result in, personal profit or gain.
- SOY members will excuse themselves from decisions involving other SOY members with whom they have or have had an intimate and/or intense relationship.
- All hiring and volunteer appointments will use fair and understandable processes, consistent with standard practices for not-for-profit community organizations.
- SOY members will excuse themselves from decisions where they have, or could be seen to have, an undeclared, personal interest.
- SOY members will consult with and declare any potential conflicts of interest with either the Program Manager or the CAC Chair.

## **STATEMENT ON INTERPERSONAL ISSUES / CONFLICT RESOLUTION**

**Adopted by the Community Advisory Committee – March 10, 2005**

The goal of SOY's Statement on Diversity/Inclusiveness is to assist SOY in becoming an increasingly diverse and inclusive community organization<sup>3</sup> that offers an innovative leadership program for queer youth from diverse backgrounds. While this goal leads to a dynamic organization, in some instances it can also lead to interpersonal issues and conflicts.

SOY handles interpersonal issues and/or prevents conflicts<sup>4</sup> in the following ways:

1. If a SOY member (youth or adult volunteer) has a complaint of harassment and/or discrimination, SOY's Program Manager will give the complainant a print copy of SCH's harassment policy (Section II, Policy Number 2.5). The Program Manager will explain the SHC process to the complainant, unless there is a conflict of interest, in which case the Program Manager will refer the complainant to the appropriate SHC supervisor.
2. SOY provides orientation programs for new members that highlight diversity and inclusiveness. SOY also provides leadership development for youth in group process and facilitation within diverse organizations.
3. SOY encourages lively debate. It encourages its members to speak out as well as to learn from differences. SOY is thoughtful about creating safe atmospheres that demonstrate respect and tolerance for difference.
4. SOY encourages its members to talk about/name things that make them uncomfortable at SOY and to seek support to make changes. SOY encourages its members to resolve conflicts in ways that lead to a deeper understanding of different interests and perspectives, within the context of equity.
5. SOY challenges demeaning and/or hurtful comments about social/individual difference<sup>5</sup>. If anyone hears and/or is hurt by demeaning comments, SOY will support individuals to address these comments themselves or will provide an advocate to speak on their behalf.
6. SOY commits to learning from interpersonal issues and conflicts within the organization and to considering implications for program change.

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<sup>3</sup> SOY is a program of Sherbourne Health Centre (SHC) and is governed by its policies and procedures.

<sup>4</sup> Staff conflict is governed by SHC Conflict Resolution Policy, Section II, Policy Number 2.8.

<sup>5</sup> Comments about social/individual difference includes put downs because of gender identity, sexual orientation and/or sexual preference. It also includes put downs of women, Black people and people of colour, people with disabilities, and people with less social power and money. In addition, it includes personal put downs, such as comments made about body types and facial features as well as clothing.

## **COMPLAINT FROM A VOLUNTEER OR YOUTH PARTICIPANT**

From time to time, situations occur where a volunteer and/or participant may wish to make a complaint regarding another volunteer, participant, staff person or activity relating to SOY programming. Should the information or complaint come from an adult or youth participant of the project, every effort will be made to meet with the adult or youth in person. The course of action that will subsequently follow will be determined by the Program Coordinator, in consultation with the SOY Manager and/or the Project Coordinators. (For more details on the SHC Conflict Resolution policy please refer to the SHC Human Resource Manual, Section II, Policy 2.8).

## **CONSCIENTIOUS BELIEFS**

A volunteer may have conscientious and/or religious beliefs, but must show acceptance and respect for beliefs other than his/her own. Potential volunteers will not be accepted into the program if staff members consider the beliefs of the volunteer to be extreme, or there is intent to impose these beliefs on others, or a possible outcome of volunteering would be to impose these beliefs on a youth and/or other volunteers. Similarly, involvement with Supporting Our Youth will be terminated if it is learned, after volunteering begins, that the mentor is imposing or attempting to impose these beliefs on youth.



## **A Brief History of SOY**

The Toronto Coalition for Lesbian, Gay and Bisexual Youth was formed in 1991 as an open network of social service professionals, health care providers, educators, youth, parents, activists and other individuals concerned with improving the quality of life for lesbian, gay and bisexual youth in Toronto.

The Coalition found that the division between lesbian, gay, and bisexual youth and adults was an issue for Toronto's queer community. Young people expressed feeling alienated from the community and separated from adults at precisely the time in their lives when they were most vulnerable and isolated. Adults expressed regret that a city the size of Toronto, with its large lesbian, gay and bisexual community, didn't offer more youth-oriented, youth-focused social and recreational alternatives.

After forming a volunteer advisory committee and conducting a six-month study to determine the needs of lesbian, gay and bisexual youth, the Supporting Our Youth Project was launched in April of 1998. Funded by the Trillium Foundation, Supporting Our Youth was originally developed as a three-year community development project, designed to create opportunities for lesbian, gay and bisexual youth in such areas as sports and recreation, arts and culture, employment, and mentoring and housing. Based at Central Toronto Youth Services, a children's mental health centre in downtown Toronto, this exciting, dynamic project evolved into an ongoing effort, with a variety of innovative initiatives, a hardworking and dedicated staff and enthusiastic, committed volunteers.

In September 2004, SOY officially became a program of the Sherbourne Health Centre (see page 14).

# **An Introduction to Sherbourne Health Centre**

Sherbourne Health Centre reduces barriers to health by working with the people of our diverse urban communities to promote wellness and provide innovative primary health services. Our vision is a healthy urban community in which all individuals are supported by a continuum of wellness programs and health services including primary health services that are welcoming, inclusive and accessible.

## **Values**

Sherbourne Health Centre's strategies, policies, client care, organizational relationships and human resource practices are based on the following values:

### **Respect**

We believe in respecting the dignity, individuality and freedom of choice of all people. We will show compassion for every individual's concerns and special needs and provide services in a non-judgmental and confidential manner.

### **Communication**

We believe in communicating in an atmosphere of openness, honesty and trust. We will provide information that enables people to make choices regarding their health.

### **Cooperation**

We believe in working cooperatively. We will develop partnerships and relationships with individuals, organizations and communities to achieve our purpose and vision.

### **Quality**

We believe in providing high quality care and services that exceed the expectations of those we serve. We will demonstrate our ability to deliver high quality to our communities and our funders.

### **Learning**

We believe in the value of continuous learning. We will promote learning and innovation among our clients, staff, partners and students.



# **Outline of SOY Programs**

(for more details, see [www.soytoronto.org](http://www.soytoronto.org))

## ***CLICK – the SOY Mentoring Program***

This program matches lesbian, gay, bisexual, transsexual, transgender, 2-spirited, queer and questioning youth with adults from our community. Mentors provide youth with emotional and practical support, guidance and encouragement. There are four kinds of matches: community mentoring, group mentoring, housing mentoring and non-profit housing mentoring.

Community Mentoring involves matching a young person with a supportive, screened adult in a one to one relationship. Matches are made according to the needs and interests of the youth.

The Monday Night Drop-In is a weekly supper club where adult mentors and youth share a home-cooked meal, conversation, guest speakers, and arts and recreational activities.

Housing Mentoring involves youth living in the homes of adult mentors. The type of arrangement depends on the needs of the youth and the resources of the mentor.

Non-Profit Housing Mentoring: We have secured a limited number of subsidized housing units in the non-profit housing sector. This housing is designated for youth who are matched with a community mentor and are in need of housing.

## ***Word Out!***

A monthly\* meeting of BOOKS & FILMS for queer youth! We're a group of queer and trans youth aged 26 and under that meet every month to talk about books, movies or just what's on our minds. All are welcome - come to every meeting or just select the ones you want to come to.

*\*(Note: As of 2005, Word Out is not running. Check the SOY website or call for details).*

## ***Express***

The SOY Newcomer and Immigrant Youth Project! Young? Queer? Fresh off the boat (FOB)? If you're under 29 and consider yourself newcomer and/or immigrant to Canada...then don't miss this chance to meet other lesbian, gay, bi and trans FOBs to chat, socialize, eat, EXPRESS and have fun! Interested? Come learn, explore and express issues related to sexual orientation and/or gender identity in the context of your experience as an immigrant or a newcomer.

## ***Essence***

Picture this: queer youth and our allies/friends gathering to uncover, discover and recover our deeper selves. Come on out to ESSENCE! We're a group of queer and trans youth and allies/friends that come together to explore non-denominational, queer-positive ideas and practices of spirituality, faith and community. Join us on the journey and explore the magicks and wonders of astrology, channeling, creative visualization, tarot, divination, auras, Reiki, earthworking, chakras, contacting your spirit/animal guides - and more! Bring your Knowing, your Curiosity and your Seeker self ... You will be inspired!

## ***Black Queer Youth (BQY)***

A safe space for Black, Multiracial, African/Caribbean youth under 29 who identify as lesbian, gay, bisexual, transgendered, transsexual and questioning. Join us every week for movies, chat sessions (LOTS of chat sessions), workshops, activism, guest speakers, peer & adult support, outings and lots n' lots of socializing. Allies are welcome!

## ***Fluid***

We're a group for bisexual, bi-curious, pansexual, genderqueer, questioning and other queer youth who don't fit neatly into categories around sexuality. Come join others to explore, express, connect and have fun!

## ***Trans\_Fusion Crew (TFC)***

We're a grass-roots activist project that works to create social and political spaces that speak to the concerns, struggles, and victories of transsexual, transgender, 2-spirit, intersex people and allies. We meet regularly to plan events and make community. Are you trans or a trans ally? Head's up! TFC has launched Trans\_Mission Zine, a zine by, for and about trans youth! Don't miss this essential and fabulous labour of love!

## ***Pink Ink***

Pink Ink is a conscious, multi-disciplinary, for-youth-by-youth writing program for queer, transgendered, Two Spirit and questioning writers in Toronto who are 29 and under. Pink Ink exists as a hate-free, anti-racist, anti-sexist, anti-homophobic, safe space for young queers and trans kids to create, grow, change, cultivate, reflect, and transform through writing as critical and conscious expression. Pink Ink exists at the intersection of art and activism, individual growth and community empowerment.

# **Volunteer Roles at SOY**

## ***Mentors***

Mentors are lesbian, gay, bisexual, transsexual or transgender (or gay-positive and trans-positive) adults, 26 years of age or older. In Community Mentoring, adult mentors are matched with a young person in a one-to-one relationship that may last for a few months or for several years. How they spend their time together is based on the needs of the young person, and the interests and skills of the mentor. In general, mentors and youth get together once a week and may go out for coffee and conversation, attend a community event or cook and share a meal together, for example. In Housing Mentoring, we arrange for a young person to live in the home of a supportive adult mentor. The actual nature of the arrangement may vary; in some cases, youth may be paying all their own expenses, but getting support from the mentor in whose home they live. In other cases, the young person may almost become a member of the mentor's family.

All mentors undergo a thorough orientation and screening process before they are eligible to be matched with a youth. Mentors must agree to program policies that define the parameters of mentor-youth relationships. Mentors also receive ongoing support and training once they are accepted into the program. If you are an adult who is interested in becoming a community mentor, or you can provide housing for a young person, please call Leslie, the Program Coordinator, at (416) 324-5082 or e-mail [soymentoring@sherbourne.on.ca](mailto:soymentoring@sherbourne.on.ca) to begin the orientation and screening process.

## ***SOY Community Advisory Committee***

The Community Advisory Committee (CAC) has played an important role in the development and operation of SOY since 1997. Although it lacks legal and fiscal responsibility, it has always played an important role in overseeing the operation of SOY, being involved in the hiring of staff, representing SOY in the community, and ensuring community accountability.

As CAC members, volunteers are expected to attend monthly committee meetings, as well as any additional meetings with community members, sponsors, and staff members as deemed necessary. Skills required of committee members include volunteer recruitment, service development, policy development, human resources, reporting, community relations, events planning, finance, fundraising and an understanding of the history and development of SOY.

## ***Bill 7 Committee***

Trustees of Bill 7 are formal members of the Trust and are legally responsible for it. Trustees are appointed by the signatory organizations of Bill 7, those being Supporting Our Youth and the Lesbian & Gay Community Appeal. Trustees are responsible for the implementation of the Award, fundraising investment strategies, the screening of candidates, and the presentation of the bursary.

The role of the Bill 7 Award committee members is to provide support to the Trustees.

## ***Group Facilitators***

Volunteer facilitators are responsible for the facilitation of the various initiatives that SOY operates. The role of the facilitator is to provide leadership for the group and support for its members, and to offer guidance in the activities and the direction of the group. Group facilitation requires strong communication and listening skills, planning and motivational skills, flexibility, confidence, patience, and an understanding of group dynamics.

## ***Special Events***

**(Fruit Loopz, Pride Prom, Bowl-a-thon, other fundraisers, etc.)**

Volunteers for SOY events are asked to perform various tasks as required for the many exciting events that SOY organizes throughout the year. This includes such things as promotion, assisting with the planning of events, setting up, helping to co-ordinate and run the events. Enthusiasm, confidence, communication skills, creativity, problem-solving skills, and teamwork are essential. Involvement varies depending on the event and the volunteer's level of interest and availability.

# How to Build Community

Turn off your TV - Leave your house - Know your neighbours

Greet people - Look up when you're walking - Sit on your porch

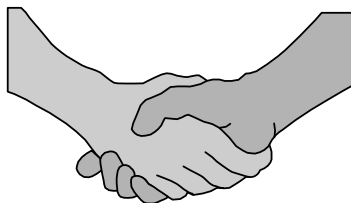
Plant flowers - Use your library - Play together - Buy from local merchants - Share  
what you have - Help a lost dog -

Take children to the park - Honour elders - Support neighbourhood schools - Fix it  
even if you didn't break it - Have pot lucks - Garden together - Pick up litter - Read  
stories aloud - Dance in the street - Talk to the mail carrier - Listen to the birds

- Put up a swing - Help carry something heavy - Barter for your goods - Start a  
tradition Ask a question - Hire young people for odd jobs - Organise a block party  
- Bake extra and share - Ask for help when you need it - Open your curtains - Sing  
together - Share your skills - Take back the night - Turn up the music - Turn down

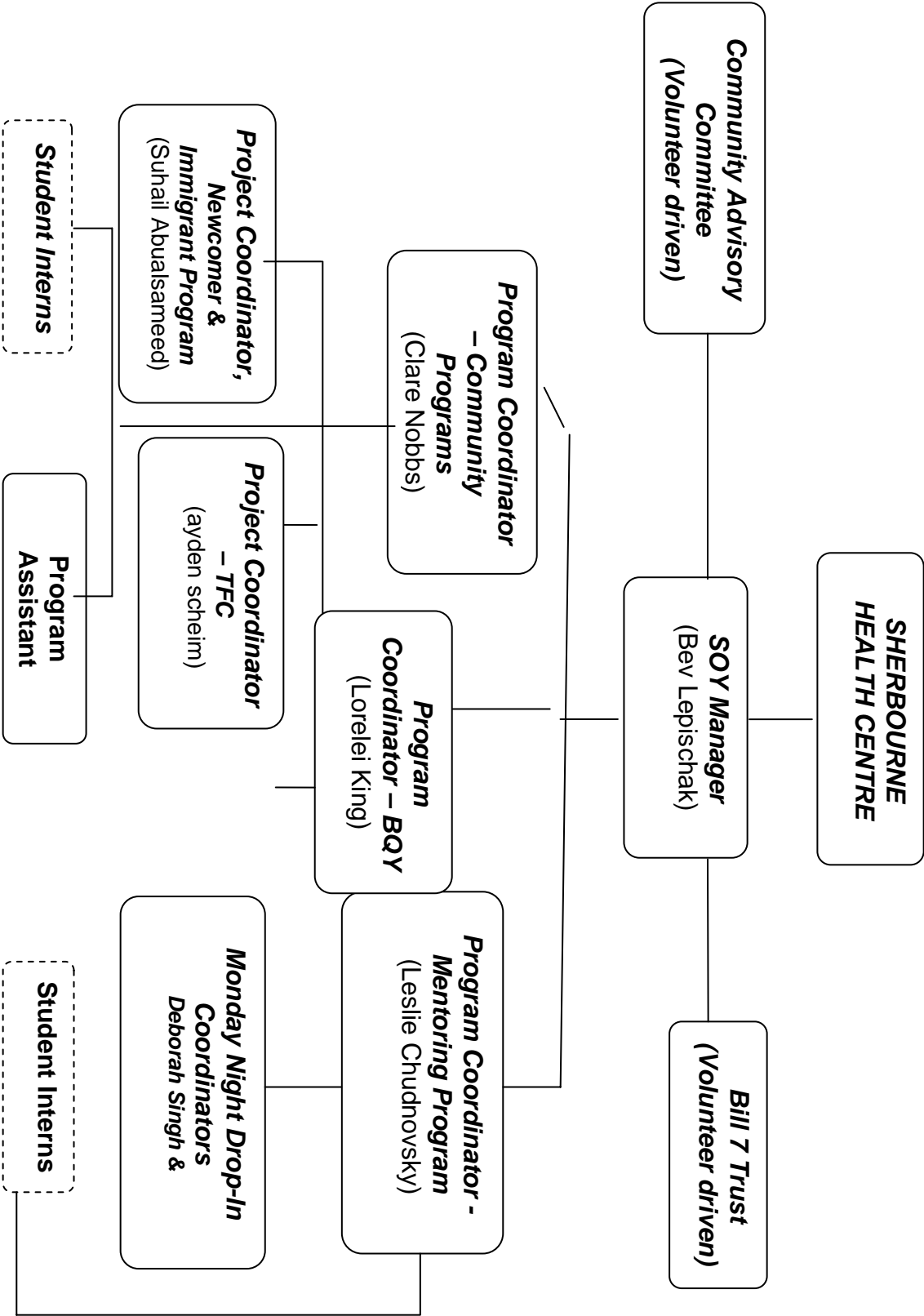
the music - Listen before you react to anger - Mediate a conflict - Seek to  
understand - Learn from new and uncomfortable angles - Know that no one is silent

though many are not heard - Work to change this!



*[source: Syracuse Cultural Workers <[syr culturalworkers.com](http://syr culturalworkers.com)>]*

# Supporting our Youth Staff



## Initiative Facilitators & Coordinators

<b>Monday Night Drop-In</b>	Deborah Singh (SOY Project Coordinator)
	Daryl James Bucar (SOY Project Coordinator)
<b>Essence</b>	Krin Zook (Coordinator)
<b>Fluid</b>	Cheryl Dobinson (Coordinator)
<b>Express</b>	Suhail AbualSameed (SOY Project Coordinator)
	Asif Kamal (Project Volunteer)
<b>Pink Ink</b>	Leah Lakshmi Piepzna-Samarasinha (Coordinator)
<b>Black Queer Youth</b>	Lorelei King (SOY Program Coordinator)
	Keith Cunningham (SOY Facilitator)
<b>Shift</b>	Lise Beaudry (Coordinator)
<b>Trans_Fusion Crew</b>	ayden schein (SOY Project Coordinator)
	Syrus Ware (Project Facilitator)

## Community Advisory Committee

Name	E-mail
Koji Nakamachi	nakamachik@hotmail.com
Philip Wong	info@youthline.ca
Aamer Esmail	aamerxprezz@hotmail.com
Matthew Perry (Chair)	joe.matt@rogers.com
Stan Kutz	stankutz@sympatico.ca
Carol-Anne O'Brien	cobrien@acs.ryerson.ca
Rain Stawm	seahawkduffy@yahoo.com
Dwayne Shaw	keepcomingout@hotmail.com

## Bill 7 Award Committee

### *Trustees*

Name	E-mail
Connie Bonello (President)	cbonello@deloitte.ca
Carol Thames (Secretary)	bareassblacklaceytop@hotmail.com
David Hazzan (Treasurer)	d.hazzan@sympatico.ca
Jeffrey White	jeffreyawwhiteca@yahoo.ca



# Supporting our Youth (SOY)

Ph: 416-324-5077

Fax: 416-324-4188

365 Bloor St. E, Suite 301 Toronto, ON, M4W 3L4

Date: \_\_\_\_\_

## Volunteer Application Form

*The volunteer applicant understands that SOY reserves the final right of refusal for any volunteer wishing to work with the agency.*

### VOLUNTEER INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Home phone: \_\_\_\_\_ Work/Cell phone: \_\_\_\_\_

Current occupation/school (include program if applicable): \_\_\_\_\_

Volunteer experience: \_\_\_\_\_

Work experience: \_\_\_\_\_

Particular interests or hobbies: \_\_\_\_\_

What interests you about volunteering at SOY? \_\_\_\_\_

What volunteer position(s) are you most interested in? \_\_\_\_\_

What are you **not** interested in doing? (i.e. "Don't ever ask me to...") \_\_\_\_\_

Clubs, organizations, or associations you are involved with: \_\_\_\_\_

Skills or experience you have that might be useful in working with SOY: \_\_\_\_\_

What are your strengths?

---

What are your weaknesses?

---

What languages do you speak? \_\_\_\_\_

---

*SKILLS/EXPERIENCE/AREAS OF INTEREST :*

Community Relations		Management		Accounting/Finance	
Website Maintenance		Group Facilitation		Fundraising	
Outreach		Event Planning		Policy Development	
Art/Graphic Design		Video/Photography		Other (include below)	

*ADDITIONAL COMMENTS :*

*FOR OFFICE USE ONLY :*

Interviewed by: \_\_\_\_\_ Date: \_\_\_\_\_

# Supporting our Youth (SOY)

Date: \_\_\_\_\_

Ph: 416-324-5077

Fax: 416-324-4188

365 Bloor St. E, Suite 301 Toronto, ON, M4W 3L4

## Volunteer Agreement Form

Name: \_\_\_\_\_

I have read the SOY orientation package and understand the mission and policies of SOY.

I AGREE:

That as a volunteer my function is to support the mission and purposes of Supporting Our Youth by volunteering my time and expertise.

The specific area(s) and task(s) that I am volunteering for are:

Community Advisory Committee		Bill 7 Committee/Trustee	
Facilitation		Events	
Other: _____ (please specify)			

That I understand and can commit to fulfill the requirements of the above position/task, to the best of my abilities and with the support of SOY staff;

That if my ability to honour this commitment changes, or if I am uncomfortable with my assignment, I will inform the organization;

That I understand I will be required to maintain regular contact with SOY and volunteer my time:

as needed (events, fundraising)

according to the schedule requirements of my position (Committees, Groups);

To address any concerns or conflicts directly whenever possible, and to seek additional support or conflict resolution from the program staff if required;

To build relationships based on mutual respect, with adherence to the following program policies and guidelines:

Adult/youth relationships must not become romantic or sexual – if this occurs, the volunteering arrangement will be immediately terminated, and volunteers will be required to leave the program.

Violence or threats of violence by either the volunteer or youth are not tolerated. Should such an incident occur, it must be reported to program staff immediately. Violence or threats of violence may result in the termination of participation in the program.

The consumption of contraband drugs, and the consumption of alcohol by persons under 19 years of age are illegal and not permitted during SOY program activities.

Any and all personal information about staff, volunteers or program participants will be kept confidential, as outlined in this manual.

Should facilitators have contact with participants outside of agency activities, every effort should be made to offer each participant the same level of support. Volunteer facilitators should offer the same level of support to *all* participants.

This contract may be terminated by either party, in collaboration with project staff. A mutually agreed upon closure process will be determined and facilitated by program staff.

The volunteers are responsible for notifying program staff immediately if contract conditions are not being upheld.

In return, SOY agrees to:

Make the best use of the volunteer's time and skills, offering support and guidance where appropriate;

Regularly show and express our appreciation;

Keep any information from personal references in confidence.

Signed:

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

\_\_\_\_\_  
SOY Staff

\_\_\_\_\_  
Date

# Supporting our Youth (SOY)

Ph: 416-324-5077

Fax: 416-324-4188

365 Bloor St. E, Suite 301 Toronto, ON, M4W 3L4

Date: \_\_\_\_\_

## Volunteer Evaluation Survey

*Please take a moment to fill out this form at the end of each season and to return it at the address or fax number above... thank you for your time!*

### Legend:

SA= Strongly Agree

A= Agree

D= Disagree

SD= Strongly Disagree

	SA	A	D	SD
Volunteers are well supported at SOY.				
Volunteers are provided with adequate supervision in their work with SOY.				
It is easy to communicate with the staff at SOY.				
I am provided with feedback regarding my work at SOY.				
I feel that my role as a volunteer at SOY is well defined and meaningful.				
I feel comfortable expressing any concerns I may have with SOY staff.				
I am regularly given the opportunity to provide input at SOY.				
I feel that my work is recognized and appreciated at SOY.				
I feel that I am accepted as a valuable member of the organization.				
Overall, I have enjoyed my experience working with SOY and plan to continue volunteering with the organization.				