



ENGINEERS &
GEOSCIENTISTS
BRITISH COLUMBIA

Volunteer Orientation Process Manual

SEPTEMBER 6, 2017

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ABOUT THIS MANUAL

This manual is intended to provide volunteer group Chairs and Engineers and Geoscientists BC support staff with the steps and information needed to ensure all new volunteers are provided with a comprehensive orientation upon appointment to a volunteer position. If you have any questions about the volunteer orientation or this manual please contact:

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VOLUNTEER ORIENTATION OVERVIEW

Our goal is to provide the resources individuals need to be successful Engineers and Geoscientists BC volunteers and enjoy their experience with us. Whether someone is seasoned or brand new to volunteering with us, the orientation has been developed to support all volunteers appointed to each new volunteer position.

The Volunteer Orientation is a comprehensive combination of welcoming communication, training and mentoring that consists of the following four components:

1. Welcome email with a link and instructions for the new Volunteer Guidelines.
2. Welcome package of information specific to the volunteer group/committee and role.
3. Mentoring “Buddy Up” System where new volunteers will be paired up with a senior member of the group for casual support throughout their term.
4. Volunteer position/group specific training of the roles and responsibilities.

OFFICIAL LAUNCH OF THE NEW VOLUNTEER ORIENTAION: SEPTEMBER 18TH 2017

***All volunteers appointed at the September 8th Council meeting will receive the orientation**

VOLUNTEER GUIDELINES

ABOUT THE GUIDELINES

The Volunteer Guidelines have been developed as a consistent resource of information on various aspects of volunteering with Engineers and Geoscientists BC. These guidelines are in place to ensure volunteers have the information they need as well as legally required by the association to be successful and enjoy their time with us, while supporting good governance, protecting volunteers and the association.

- The guidelines are located on the Engineers and Geoscientists BC [website](#).
- Volunteers will need to log into acknowledge the guidelines using their USER ID and Password
- All new volunteers will receive a Welcome Email from Human Resources with a link and instructions on how to acknowledge the guidelines
- Once complete, volunteers will only be required to acknowledge the guidelines should there be policy changes in the future

All volunteers will have **60 days** from the date they receive the email to acknowledge the guidelines.

Reminders will be sent:

- Electronically from HR after 30 days
- In person or by phone from support staff after 45 days

Acknowledgement of the guidelines is mandatory

Roll Out of Guidelines to Current Volunteers (Appointed Prior to September 8th, 2017)

All current volunteers will be required to acknowledge that they have read and understand the guidelines and will receive an email from Human Resources with instructions and a link to them.

Roll Out Schedule for Current Volunteers:

DATE	WHO
September 6 th 2017	<ul style="list-style-type: none">• All volunteer group Chairs
September 18 th 2017	<ul style="list-style-type: none">• All remaining volunteers

Roll Out of Guidelines to New Volunteers (Appointed After September 8th 2017)

All volunteers appointed to positions on and after September 8th 2017, will receive the complete volunteer orientation. They will receive the Welcome Email from Human Resources as they are appointed.

One-time Event Volunteers

Volunteers who are not formally appointed and help out with an event are considered “One-Time Event Volunteers”.

- Human Resources will be providing support staff with a form to be completed by the event organizer with volunteer and event details.
- Support staff will connect with Human Resources to obtain the form.
- Once support staff has submitted the completed form to Human Resources, Human Resources will send the volunteer an email with instructions on how to log in and access the guidelines so they can read and acknowledge them.
- Human Resources will confirm with support staff once the volunteer has completed the acknowledgement.

WELCOME PACKAGE

ABOUT THE WELCOME PACKAGE

The package will provide volunteers with the information they need to step into their role feeling confident and valued.

The package will include:

- Confirmation of appointment/acknowledgement of acceptance letter
- Support staff and volunteer group/committee contact information
- Volunteer position description
- Terms of Reference (if applicable)
- Meeting schedule (if applicable)
- Previous meeting minutes (if applicable)
- Group/role manuals or training documents (if applicable)

Support staff will send this package too all volunteers electronically or by mail if necessary.

Volunteers receive their welcome packages **after** it has been confirmed they have acknowledged the guidelines.

MENTORING “BUDDY UP” SYSTEM

ABOUT “BUDDY UP”

New volunteers will be paired up with a more senior volunteer to provide the new volunteer with meeting protocol (if applicable) and guidance. This is a casual relationship with no established time period, it provides an opportunity for the new volunteer to feel comfortable asking questions and getting up to speed.

Selecting/Assigning Buddies

- Volunteer group Chairs and support staff will decide who the mentor buddy will be for new volunteers.
- The Chair may act as the buddy.
- Support staff will introduce the new volunteer to the ‘buddy’ in person, or via email
- If a new volunteer to the group is an experienced Engineers and Geoscientists BC volunteer they may not feel the need for a buddy

POSITION/GROUP SPECIFIC TRAINING

Engineers and Geoscientists BC support staff and volunteer group chairs (if applicable) will provide new volunteers with training and materials to support their volunteer roles and responsibilities.

This training can be in the form of:

- Manuals
- Webinars
- Conference calls
- Emailed instructions
- In person training
- Shadowing others

If support staff would like assistance developing training tools for volunteers please connect with Human Resources.

ORIENTATION ROLES AND RESPONSIBILITIES

WHO	WHAT
Human Resources	<ul style="list-style-type: none"> • Send welcome and guidelines email to current and newly appointed volunteers • Send an electronic reminder to outstanding acknowledgements after 30 days • Provide support staff with a list of outstanding acknowledgements after 45 days • Notify support staff when new volunteers have acknowledged the guidelines • Provide confirmation and termination of appointment letter templates to support staff • Answer questions re: policies, and process • Assist support staff with removal of appointments due to outstanding guideline acknowledgement • Maintain training tools and resources for staff and Chairs • Maintain policies and guideline versions
Support Staff	<ul style="list-style-type: none"> • Notify HR when volunteers have been appointed • Speak about the orientation and guidelines at committee meetings, conference calls, etc. during roll out period and when required going forward • Work with HR to verify all volunteers acknowledge the guidelines • Send welcome package after confirming volunteer has acknowledged the guidelines • Assign new volunteer to a “buddy” for casual mentoring • Follow up with volunteers who have not acknowledged the guidelines after 45 days • Provide position/group specific training to volunteers in new roles
Volunteer Chairs	<ul style="list-style-type: none"> • Acknowledge the guidelines during the roll out and provide any feedback on process to Human Resources • Positively support the guidelines and orientation process • Act as or assist staff support in assigning “buddies” to new volunteers • Work with staff support to provide any position/group specific training

FREQUENTLY ASKED QUESTIONS

Question	Answer
<p>1. What happens if a volunteer does not acknowledge the guidelines?</p>	<p>All volunteers will be required to acknowledge that they have read, understand and agree to abide by the guidelines in order to commence or continue in their term as a volunteer.</p> <ul style="list-style-type: none"> • If NEW volunteers do not acknowledge the guidelines within 60 days of receiving them, they will not receive their welcome package and will not commence in their term as a volunteer. They will receive a removal of appointment letter at that time. • If CURRENT volunteers do not acknowledge the guidelines within 60 days of receiving them, they will not be permitted to continue their term as a volunteer and will receive a removal of appointment letter. • All volunteers that have not acknowledged the guidelines will receive an electronic reminder after 30 days and will also have support staff remind them in person or over the phone after 45 days. • After removal of appointment letters are issued, support staff will commence recruitment to fill the volunteer position.
<p>2. What if a volunteer acknowledges the guidelines after the 60 days?</p>	<p>If the volunteer has been issued a removal of appointment letter they are welcome to apply for the posted position in an effort to be successfully appointed to the role.</p>
<p>3. Why do volunteers who have been with Engineers and Geoscientists BC for years have to sign the guidelines?</p>	<p>The guidelines have been approved by Council as being mandatory for all volunteers. They are in place to protect our volunteers and the association and include legally required policies and procedures, as well as policies that support the integrity of the work being done by our volunteers.</p>
<p>4. What if a volunteer doesn't want a "Buddy"?</p>	<p>If a new volunteer feels comfortable and confident stepping into their role and does not feel the need to use the assistance of a Buddy, they do not have to. However, a Buddy will be assigned just in case they have a need at any point in the future.</p>
<p>5. Are one-time event volunteers required to acknowledge the guidelines?</p>	<p>All volunteers are required to acknowledge the guidelines as there are legislated policies included for the safety of all volunteers. Everyone will be expected to understand and abide by them. For one-time event volunteers that are not formally appointed, the event organizer will complete a form with the volunteer and event</p>

	<p>details and send it to Human Resources. Human Resources will send out an email to the one-time event volunteer with instructions on how to login and access the guidelines so that they can read and acknowledge them. Human Resources will confirm with the event organizer once the acknowledgment has been completed.</p>
<p>6. Why is 60 days the time given to acknowledge the guidelines</p>	<p>We know that our volunteers are very busy professionals and volunteering is done on their time. Recognizing this, we felt 60 days was an appropriate amount of time to allow them to read and acknowledge the guidelines.</p>