



Equity & Inclusion in Volunteer Screening

WEBINAR

Engaging Newcomers: Welcoming Newcomers to Participate in Volunteerism

2024 Volunteer Screening Program





Introductions

In the chat, you are welcome to introduce yourself with:

1. Your name
2. Your pronouns
3. Which organization you're representing
4. What baby animal do you think is the cutest?



GOALS APPROACH



Land Affirmation






Relationship Based Screening is defined as

Screening practices that emphasize **human connection, empathy, and mutual understanding**. Relationship-based screening goes beyond collecting personal documents: it welcomes volunteers to participate and be equal players in the volunteer screening process, while organizations create **safe and meaningful volunteer programming** to promote volunteerism.



Overview of Today

-  Prachi Dharaskar – Lead, Volunteers Services (Immigrant Services Calgary)
-  Research Findings: Darryl De Dios - Research & Knowledge Mobilization Lead (VA)
-  Question and Discussion time



Volunteer Services





About Us

Since 1977, Immigrant Services Calgary (ISC) has provided a wide range of settlement services to immigrants and refugees, helping them build new lives in Canada.

Our Vision: Unleashing the social, economic, and civic potential of newcomers.

Our Mission: Connecting newcomers to the right service at the right agency every time.

Benefits of Volunteering

- Giving back to the community
- Gaining workplace experience and references
- Building confidence by meeting new people and trying new things
- Improving language skills, and other transferrable skills
- Developing a sense of personal fulfillment



Benefits of Volunteering at ISC

- Getting Canadian work experience while practicing your language skills
- Choosing how, when, and where to volunteer your time
- Sharing your skillset cross-departmentally
- Building a sense of community in Calgary
- Maintaining a record of your volunteer hours



Volunteer Management - Best Practices

Volunteer Engagement

- Clearly defined roles and titles
- Thorough onboarding process and orientation program
- Use of technology
- Volunteer appreciation and events
- Consistent communication and key messages

Volunteer Retention

- Treat volunteers like staff; part of the organization
- Offer perks
- Meet with volunteers, be curious, involve them, ask questions
- Recognize and celebrate volunteers
- Seek volunteer and partner feedback

52 Internal Volunteer Opportunities Offered in 2023



Fitness
Class Facilitator



Childminding Support



Tax Clinic



Receptionist &
Admin Support



Computer Class
Facilitator



Event Setup
& Support



Client Care
Representative



Interpretation &
Translation



Data Management



Conversation Circle




Conducting Client
Follow-up Surveys


29 External Volunteer Opportunities Offered in 2023

 Food Hampers Admin and Delivery


 Community Kitchen Support

 Charity Casino Support

 Canada Tennis Competition Support


 Photography Support

 Community Event Support

 Ukrainian Job Bank Admin Support

 Calgary European Film Festival Support

 Peace Ceremony Support

 Homework Club Support

Volunteer Feedback

Through feedback received from ISC volunteers, we learned about the tangible impact of our volunteer initiatives, including:

- Improved community facilities
- a stronger sense of belonging
- newcomers have experienced personal transformation through their contributions



2023 Success Stories

10

ISC volunteers
hired internally

2

ISC volunteers
hired externally



2023 Volunteer Stories



Tetiana moved to Canada from Ukraine in early 2023 with a master's degree in law and more than 15 years of legal experience. In May 2023, she started volunteering with ISC, in a variety of roles, including reception, where she helps clients navigate their way through the integration process, and translation services, where she facilitates communication and understanding for Ukrainian clients.

150 volunteer hours



Shurooq, an IT technician and former computer science teacher from Yemen, started her volunteer journey with ISC in March 2022. She dedicated her full time to volunteering with ISC's Interpretation & Translation Centre, where she took on administrative responsibilities to support clients with their translation and interpretation needs. Her hard work was noticed by all, and she was encouraged to apply for a permanent position at ISC—and was the successful candidate!

260 volunteer hours

Thanks to our funders:



Immigration, Refugees
and Citizenship Canada

Immigration, Réfugiés
et Citoyenneté Canada





CONTACT US



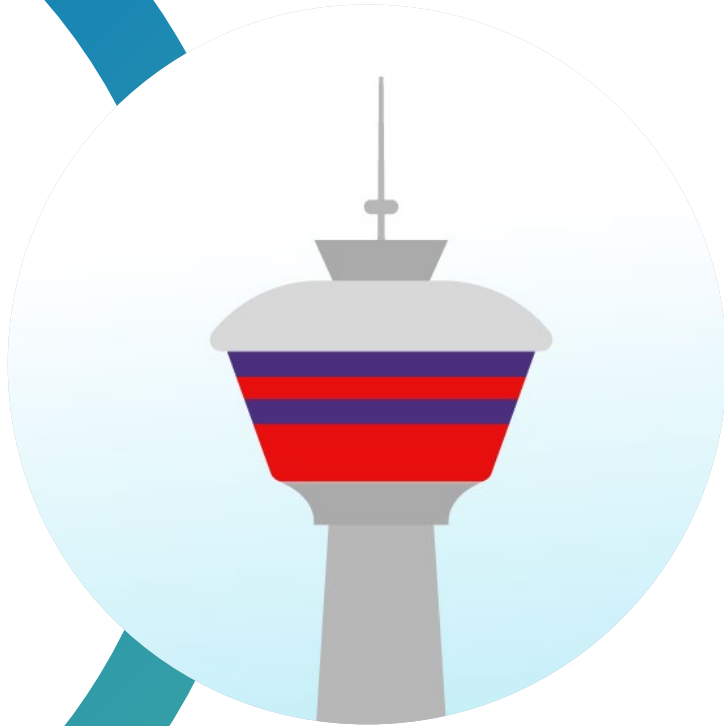
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Newcomer Volunteers in Alberta



Darryl De Dios

Research & Knowledge

Mobilization Lead

Our Research Question

- What factors contribute to the sustainability of volunteerism among newcomers in Alberta?

WORKSHOP

Exploratory Survey

Baseline Data

- Over 90 respondents
- 33 valid
- Initial themes and key insights to further explore

Our Curiosities:

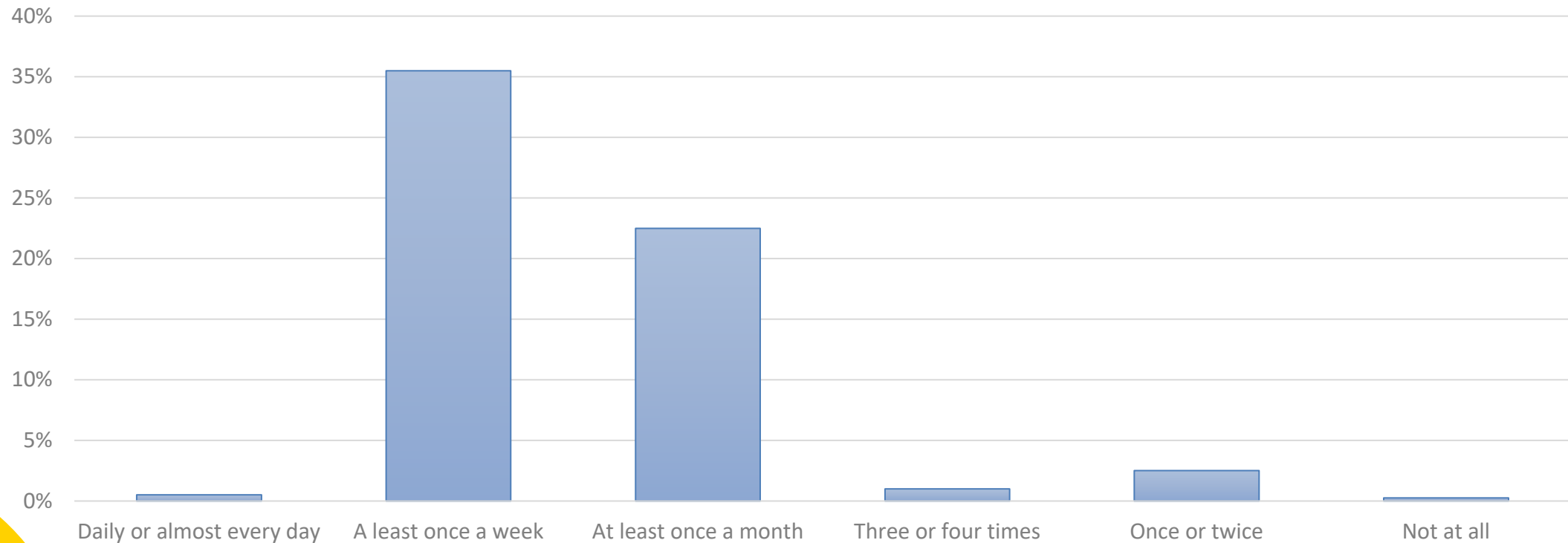
- Motivations for volunteering
- Reasons not to volunteer
- Where and how newcomers in Alberta volunteer

The Respondents

- 64% have lived in Canada for less than 1 year, and 36% have lived in Canada for 1-3 years.
- 82% of respondents volunteered before coming to Canada
- 94% have volunteered in the past twelve months
- 50% would consider themselves active volunteers since coming to Canada

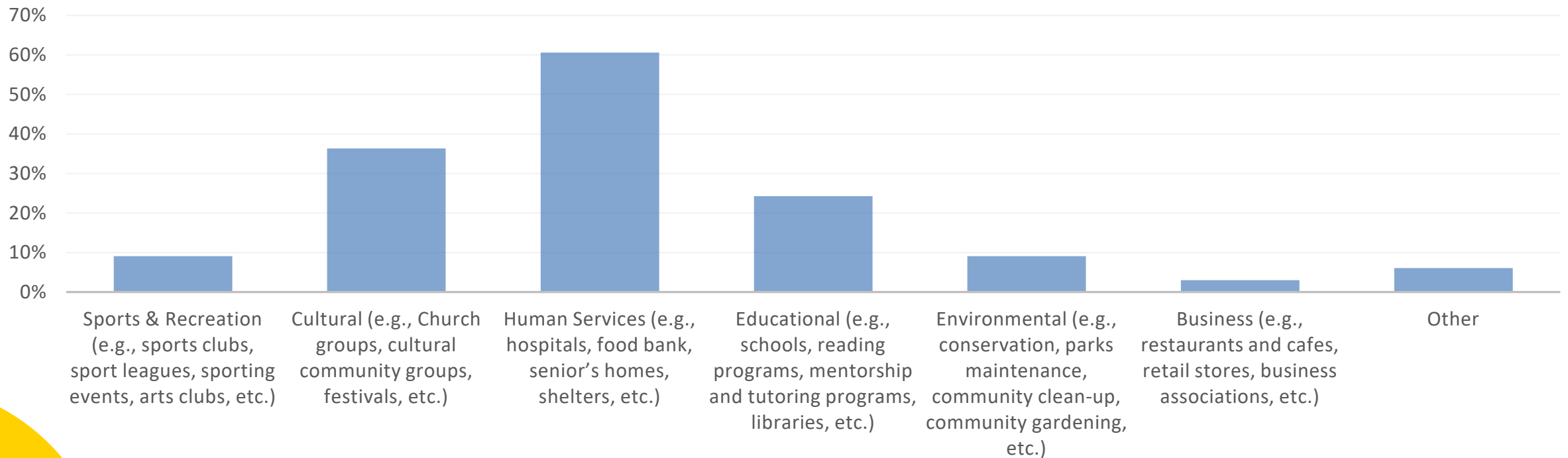
In the past twelve months, how frequently did you volunteer in Canada?

33 Respondents



In the past twelve months, what area of service did you volunteer for the most?

33 Respondents

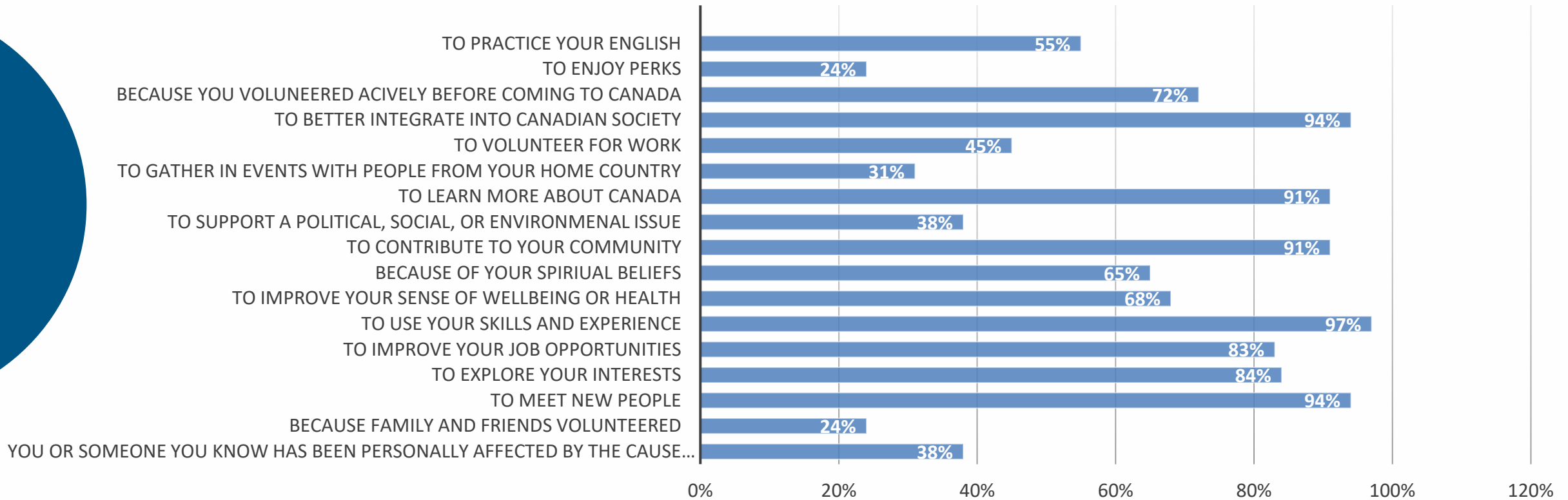


What did our respondents volunteer to do (top answers)?

1. Organize, coordinate or supervise events (e.g., planning, logistics, volunteer management, set up and clean-up of event venues, etc.)
2. Assist with office work and administrative duties (e.g., take phone calls, organize files and documents, creating work templates, etc.)
3. Assist with data entry and research work
4. Teach or mentor
5. Provide health care support (e.g., patient care, patient visitations, spiritual care, etc.)

Why did they volunteer?

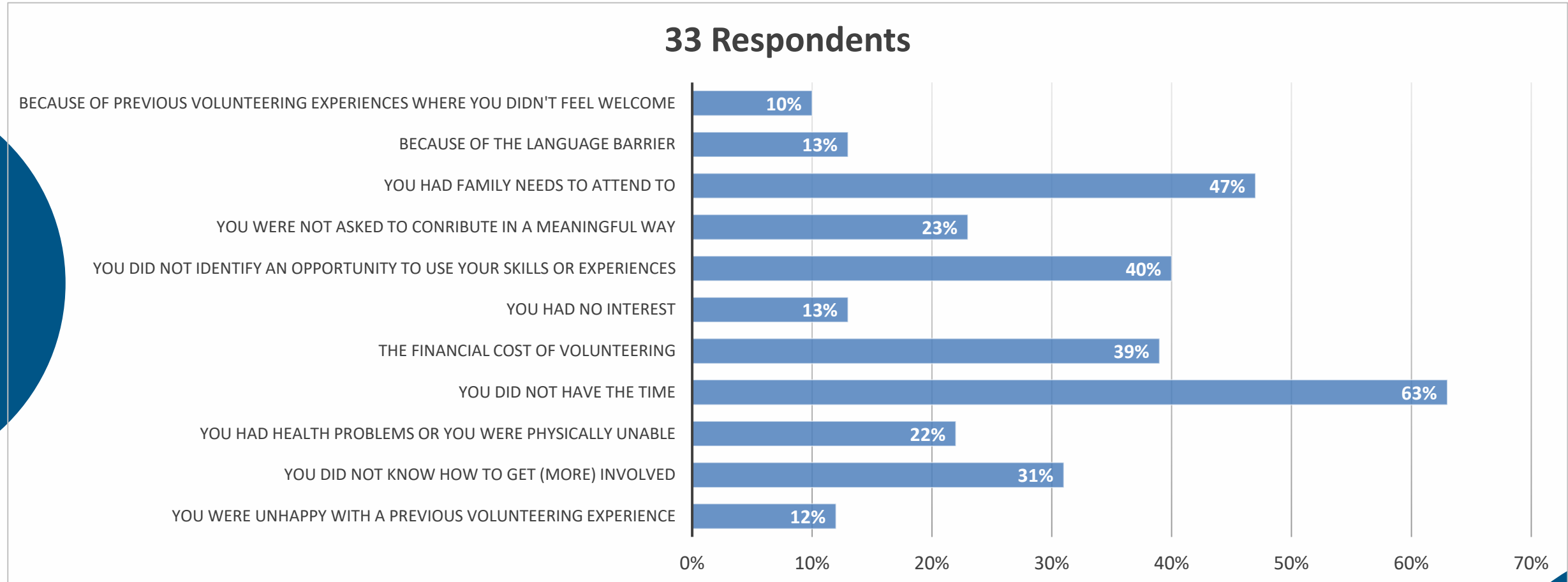
33 Respondents



Top Reasons for Volunteering

1. To use their skills and experience (97%)
2. To better integrate into Canadian society (94%)
3. To meet new people (94%)
4. To contribute to their community (91%)
5. To learn more about Canada (91%)
6. To explore their interests (84%)
7. To improve their job opportunities (83%)
8. Because they volunteered actively before coming to Canada (72%)

Why might they choose not to volunteer?

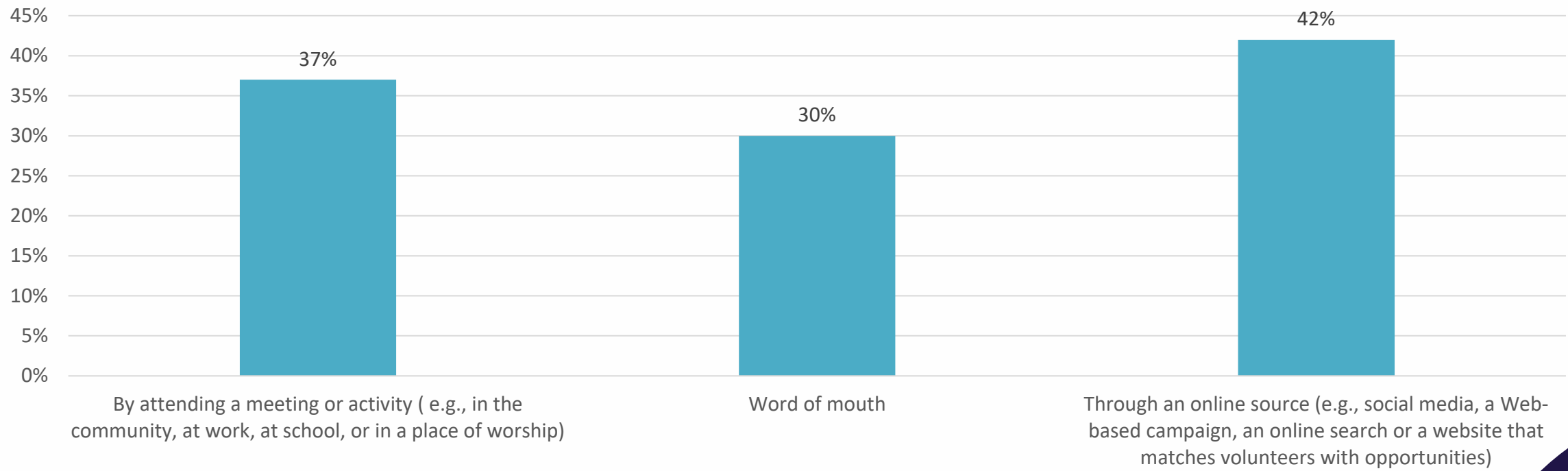


Top reasons for not volunteering

1. Not having enough time (63%)
2. Having family needs to attend to (47%)
3. Not having the opportunity to use their skills or experience (40%)
4. Financial costs of volunteering (39%)
5. Not knowing how to get (more) involved (31%)

How did you learn about your current volunteering opportunity?

33 Respondents



Key Theme 1

There are multiple reasons for why newcomers might be motivated to volunteer.

- There are personal, altruistic and social reasons for volunteering
- How might organizations best understand their volunteers' motivations, and how might they create roles that effectively motivate newcomers to volunteer?

Key Theme 2

Newcomers might choose not to volunteer because of personal capacity issues.

- More research needs to be done on systemic barriers (e.g., screening practices, policies, volunteering requirements, etc.)

Key Theme 3

Newcomers are likely to learn about volunteering opportunities through their networks and through their own research online.

- What might be some good practices for enhancing communication channels?

Insight for Organizations

Create volunteer roles that give newcomers opportunities for growth and social belonging:

- Are they able to use or grow their skills? Are their experiences professionally transferable?
- Do their roles allow for social engagement and networking? Are they able to learn more about their communities?
- Do you have feedback or communication channels that allow you to learn from newcomers?

Insight for Organizations

What kinds of supports are available?

- Does/can your organization provide different forms of capacity support (e.g., honoraria, childcare, transportation, etc.)?
- How are you engaging and communicating with newcomers? Is information about your organization easily accessible? Are social events and opportunities you hold inclusive towards newcomers?

Ongoing Research

- What's ahead...
 - Expanded research plan
 - Research and theory in action
 - Mobilizing our learnings



VOLUNTEER SCREENING PROGRAM

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Contact Us!



Email us



screening@volunteeralberta.ab.ca

More resources



<https://volunteeralberta.ab.ca/for-organizations/resources/>



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