



## **Volunteer Agreement**

As a volunteer with the East Central Newcomer Welcome Centre Inc. (ECNWCI), I understand I will be interacting directly with newcomers to Canada. I understand that compliance with all of the requirements below for myself and/or the members of my family who are also volunteering with me (where applicable) are mandatory for volunteerism with the East Central Newcomer Welcome Centre Inc. for everyone's safety.

### **Your Commitment to ECNWCI:**

1. REFERENCES: The references I listed may be contacted by telephone or email.
2. SAFETY: I will inform my volunteer team lead (ECNWCI Staff) of any previous injuries that may affect my ability to safely complete volunteer tasks, including lifting.
3. MEDIA: I understand I may not initiate or engage in any media/public event pertaining to ECNWCI without prior written approval. Requests for media engagements will be referred directly to the Executive Director.
4. COMPLAINTS: I understand that I have the right to submit a complaint to the ECNWCI Executive Director should I not be satisfied with the response to the needs of, the interaction with, guidance of, or care for newcomers within the scope of ECNWCI's mission.
5. LIABILITY: I understand that volunteer positions have some risk associated with them. While ECNWCI strives to reduce these risks, risks can never be completely eliminated. In consideration of the ECNWCI accepting this volunteer application, I, for myself and for my heirs, executors, administrators and assigns, release ECNWCI from any claims, demands, damages, actions or cause of action and waive any claims I may have in the future arising out of or in consequence of any loss, injury or damage, which may have arisen by reason of my involvement as a volunteer or otherwise including, without limitation, any loss, injury or damage arising from the negligence of the ECNWCI, their administrators, directors, agents, officers, volunteers, contractors, representatives and assigns, funders, partners, and affiliates. Without limiting the generality of the foregoing, I further release any recourse, which I may now or hereafter have resulting from any decision of ECNWCI.

**Your Commitment to the Client:**

6. RESPECT: I will not abuse, neglect, exploit, manipulate or retaliate against any newcomer and/or their families.

7. RESPECT: I understand all newcomers are to be treated with dignity, respect and consideration, and are not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status or any other grounds.

8. SAFETY: I understand that I am expected to report, to ECNWCI's Executive Director, any incident, action or circumstance which I may become aware of that presents a threat, endangerment, or poses a current or future impact on the organization and/ or newcomer families. I understand that it is especially important to inform the Executive Director in the case of a medical emergency, a pertinent medical update, or a client's harmful threat to self or others.

9. PRIVACY: I understand that I may receive personal information regarding a newcomer/ newcomer family as they may choose to disclose information to me. I understand that their personal information is confidential and that it is not to be disclosed to an outside party in written or verbal form, nor in an electronic communication such as e-mail, social media, etc. (Refer to the Oath of Confidentiality).

In addition, many newcomer clients choose not to have their photos taken for personal and/or security reasons. I understand that I may not photograph nor arrange for a photograph of newcomer families without first receiving approval from my volunteer team lead to ensure that ECNWCI has obtained expressed written consent on an ECNWCI consent form.

I, \_\_\_\_\_ have read, understand and agree to adhere to the statements listed above. I understand that the terms listed above are not all-inclusive and may be updated as needed.

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

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



**EAST CENTRAL NEWCOMER  
WELCOME CENTRE INC.**

## **Oath of Confidentiality**

I respect the privacy of the people I serve. I use information gained in professional or volunteer relationships in a responsible manner. Confidential information has been defined as those personal facts or conditions to the client's life that have been communicated to me and/or the East Central Newcomer Welcome Centre Inc. for the purpose related to the service he or she is receiving. It is the client's right and expectation that such information be safeguarded by personnel and volunteers at the East Central Newcomer Welcome Centre Inc.

I, \_\_\_\_\_ do swear that I will faithfully and honestly uphold the above stated policy of confidentiality. I will not disclose any information that comes into my possession through my position as a volunteer.

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

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