

Blank Guest Homes Volunteer Training



Day 1

Waldicom



MODULE - INTRODUCTION

ACTIVITY

Introductions



Blank Mission

To assist, accompany, and advocate for refugee claimants in our community.

Blank Mission

Assist

- Blank is often the first stop for refugee claimants in Canada. We provide assistance in:
- Completing their claim forms and applications.
- Finding legal counsel.
- Applying for work permits.
- Translation and interpretation.
- Navigating other complex immigration processes.

Blank Mission

Accompany

A new country, language, climate, and culture bring many challenges for families struggling to meet their basic needs. Blank helps:

- Orient refugee claimants in their new community.
- Find shelter and housing.
- Gain food security.
- Obtain social assistance and employment.
- Access healthcare.
- Find educational opportunities.

Blank Mission

Advocate

Issues such as unfair legislation and barriers to families' reunification are just two of the many significant obstacles facing refugee claimant families. Blank helps by raising awareness in the community and by advocating for change at both the national and local levels.

Blank Vision

That every person coming to Canada seeking refuge has unhindered access to justice and opportunity to thrive in welcoming communities.

Blank Values

- Empathy
- Respect
- Empowerment
- Inclusion

SOCIAL CHANGE



Social Change Definitions

- Social change refers to any significant alteration over time in behavior patterns and cultural values and norms.
 - <https://www.cliffsnotes.com/study-guides/sociology/social-change-and-movements/social-change-defined>
- Social change involves alteration of the social order of a society. It may include changes in social institutions, social behaviours or social relations.
 - https://en.wikipedia.org/wiki/Social_change
- Social change is the significant alteration of social structure and cultural patterns through time.

What is a change agent?

- Someone who motivates, inspires, catalyzes, and leads change.
- Has a vision of the future.
- Acknowledges that change takes time.
- Can ask tough questions.



Types of change agents

Helper



Mother Teresa

Organizer

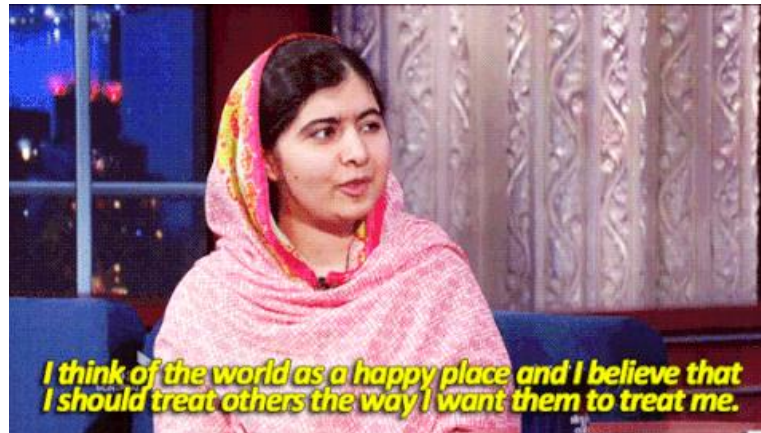


Barack Obama
Rebel

Advocate



BONO



Malala Yousafzai

“Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has.”

— **Margaret Mead**

And that is how change happens. One gesture. One person. One moment at a time.”

— **Libba Bray, The Sweet Far Thing**

“Love can change a person the way a parent can change a baby- awkwardly, and often with a great deal of mess.”

— **Lemony Snicket, Horseradish**

No real social change has ever been brought about without a revolution... revolution is but thought carried into action.

-Emma Goldman

“Change will not come if we wait for some other person, or if we wait for some other time. We are the ones we've been waiting for. We are the change that we seek.”

— **Barack Obama**

All that you touch
You Change.

All that you Change
Changes you.

The only lasting truth
is Change.

God
is Change.”

— **Octavia E. Butler**

ACTIVITY

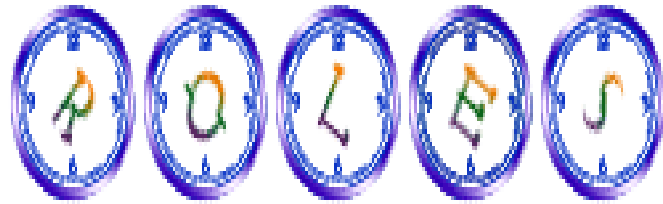
Creating a vision of social change

you
CAN
change the
WORLD
with idealist.org



Break

MODULE – ROLES AND RESPONSIBILITIES



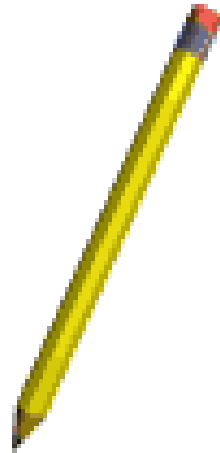
- Caseworkers
- On-site Program Director
- Housing Coordinator

REFUGEE CLAIM PROCESS OVERVIEW



ACTIVITY

Cross-Match



Refugee Categories

Government Assisted Refugees (GARs)

- Selected and screened overseas.
- Arrive as permanent residents.
- Eligible for Ontario Health Insurance Plan.
- No work or study restrictions.
- Receive government support for one year at Ontario Works levels.
- Receive settlement assistance from government-funded services.

Refugee Categories

Privately Sponsored Refugees (PSRs)

- Selected and screened overseas.
- Government or sponsor referred.
- Arrive as permanent residents.
- No work or study restrictions.
- Receive sponsor support for one year at Ontario Works levels.
- Receive settlement help from sponsor.

Refugee Categories

Refugee Claimants/Asylum Seekers (Blank only works with refugee claimants/asylum seekers)

- Refugee determination made after arrival in Canada.
- Future in Canada uncertain until decision made by Adjudicator, deportation always a possibility.
- Does not have permanent residence but given right to apply after positive decision, which requires a significant fee.
- Restrictions on work and study.
- Not covered by OHIP but do receive more limited federal health coverage (IFHP).
- Sometimes held in detention centers while awaiting determination process.

Who is a Refugee Claimant?

- Someone who has made a claim for refuge in Canada.
- In applying for protection they are asserting that:
 - They are personally at risk.
 - Their country is not able to protect them from the persecution that they face.



Who Applies for Refugee Protection?

- Variety of Origin
 - Top Five Countries of Citizenship 2019 (Blank): Colombia, Turkey, Iran, Eritrea, Mexico
- Variety of Language, Religion and Social Class
- Variety of Age, Education and Experience
- Variety of Persecution
- **ALL are human beings seeking a place to be safe. Regular people who have found themselves in extraordinary circumstances.**

How is a Refugee Claim Made?

Port of Entry

- Refugee claim is made at an entry point into Canada: land border, airport etc.
- Eligibility is determined at the border and, if eligible, the individual leaves the port of entry as a refugee claimant with a deadline to complete their Basis of Claim.

Inland Claim

- Individual is already in the country (Student/Worker/Visitor/Foreign National) and decides to claim for protection.
- All application forms are completed and submitted to an IRCC office. Eligibility is determined at a subsequent interview and, if eligible, becomes a Refugee Claimant.

How is a Refugee Claim Made?

Irregular Crossing

- In some cases a refugee claim is made after an individual crosses into Canada but not at an official Port of Entry. This is referred to as an Irregular Crossing.
- If upon entry, the individual requests refugee protection they are detained by the RCMP, processed by CBSA and if eligible they then become Refugee Claimants.
- The process is a bit more complicated than a standard Port of Entry claim and timelines are often confusing.
- Irregular crossings are largely the result of the Safe Third Country Agreement which limits some individuals from seeking protection in Canada at a legal border crossing.

Life as a Refugee Claimant

- The waiting period for a hearing to determine the outcome of a Refugee Claim is currently 1to2 years.
- During this period claimants attempt to get their lives started in Canada and focus on preparing for their hearing. This includes gathering and translating as much evidence as possible and working closely with legal counsel.

Eligibilities

- Social Assistance.
- Work permits and Social Insurance Numbers.
- Access to K to 12 education and study permits.
- English as a Second Language classes.
- Access to health care (Interim Federal Health Program).
- Hope for safety and security

Limitations

- Travel.
- Seeing family and friends.
- Accreditation for education and career recognition.
- Government benefits
- Ontario Health Insurance Plan.
- Certainty.

Claimants and Healthcare

- All refugee claimants have 30 days from making their claim to attend an immigration medical. Caseworkers will arrange for this with Immigration Medical examiners in Kitchener.
- Refugee claimants are entitled to the Interim Federal Health Program (IFHP) which is similar in coverage to Ontario Health Insurance Plan (OHIP).
 - Refugee claimants who have IFHP cannot be denied medical attention but may face challenges with medical professionals who do not accept IFHP.
- Blank Caseworkers will provide a referral to Sanctuary Medical. Sanctuary Medical provides health care for newcomers in a patient-centred and best practice approach.

Claimants and Income Support

- Refugee claimants are eligible for Ontario Works (OW) once they have made their claim and are deemed eligible. Blank Caseworkers complete the application with clients and perform advocacy and support as needed.
- Claimants on Ontario Works who have children are also eligible for the Transitional Child Benefit (TCB).
- Claimants who have had a positive decision become eligible for the Canadian Child Benefit and can no longer receive TCB.

The Hearing: Legal Issues

- The IRB (Immigration Refugee Board) is responsible for hearings. Hearings happen in Toronto for claimants in our region.
- At the Hearing an Adjudicator will review evidence, interview the claimant and make a determination.
- Key Legal Issues for Refugee Determination
 - Identity
 - Credibility
 - Subjective fear
 - Generalized vs. individual risk
 - State protection
 - Internal and external flight alternatives

Positive Decision

- If a Claimant is accepted, they become a **Protected Person**. They can be determined to be either a:
 - Convention Refugee
 - Person in Need of Protection
- As Protected Persons there are some new entitlements
 - CCB
 - OHIP
 - Permanent Residence

Permanent Residence Applications

- Protected People have the right to apply for PR but it is not a guarantee they will receive it.
- Average processing time is 24 months but can be significantly longer.
- Current official processing time is 21 months.
- Applicant can include overseas family members on their application.

Negative Decision and Appeals

- If a Claimant is denied at their Refugee Claim the immediate need is to get legal advice as quickly as possible.
- A lawyer can help the claimant explore their options. Some of the possible recourses are:
 - RAD (Refugee Appeal Division)
 - This is the initial appeal step which claimant's usual consider. It is an appeal to another division of the Immigration and Refugee Board. Some limitations and tight deadlines.
 - JR (Judicial Review) at the Federal Court
 - Higher level appeal available to claimants. Requires counsel and also has limitations and deadlines to follow.
 - PRRA (Pre-Removal Risk Assessment)
 - Very strict parameters for eligibility and a very low acceptance rate.

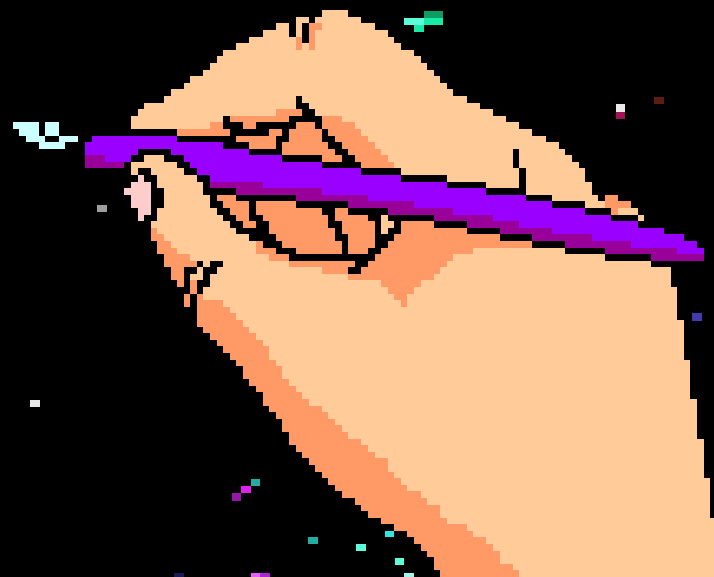
Negative Decision and Appeals

- H&C (Humanitarian and Compassionate Application)
 - Application directly for Permanent Residence which is outside of the Refugee Claim process. Strict eligibility criteria for Refugee Claimants.
- If all possible recourses are exhausted CBSA will activate the Deportation Order and Deportation will occur in most circumstances.

Tips on supporting a guest through the process

- If you are a host — communicate with the Blank caseworker or the Housing Coordinator regarding concerns and questions and encourage the guest to do so as well. All other roles should refer to the Housing Coordinator.
- Avoid giving any legal advice or guidance on the claim process.
- Do not become too involved in a guest's refugee claim or ask probing questions.
- Guests should remain in contact with their Blank Caseworker to prepare for their hearing. Volunteers should not plan on attending the hearing but can provide assistance with transportation and help guest plan for spending the day while attending the hearing.

QUESTION AND ANSWER





Lunch



Blank Volunteer Program

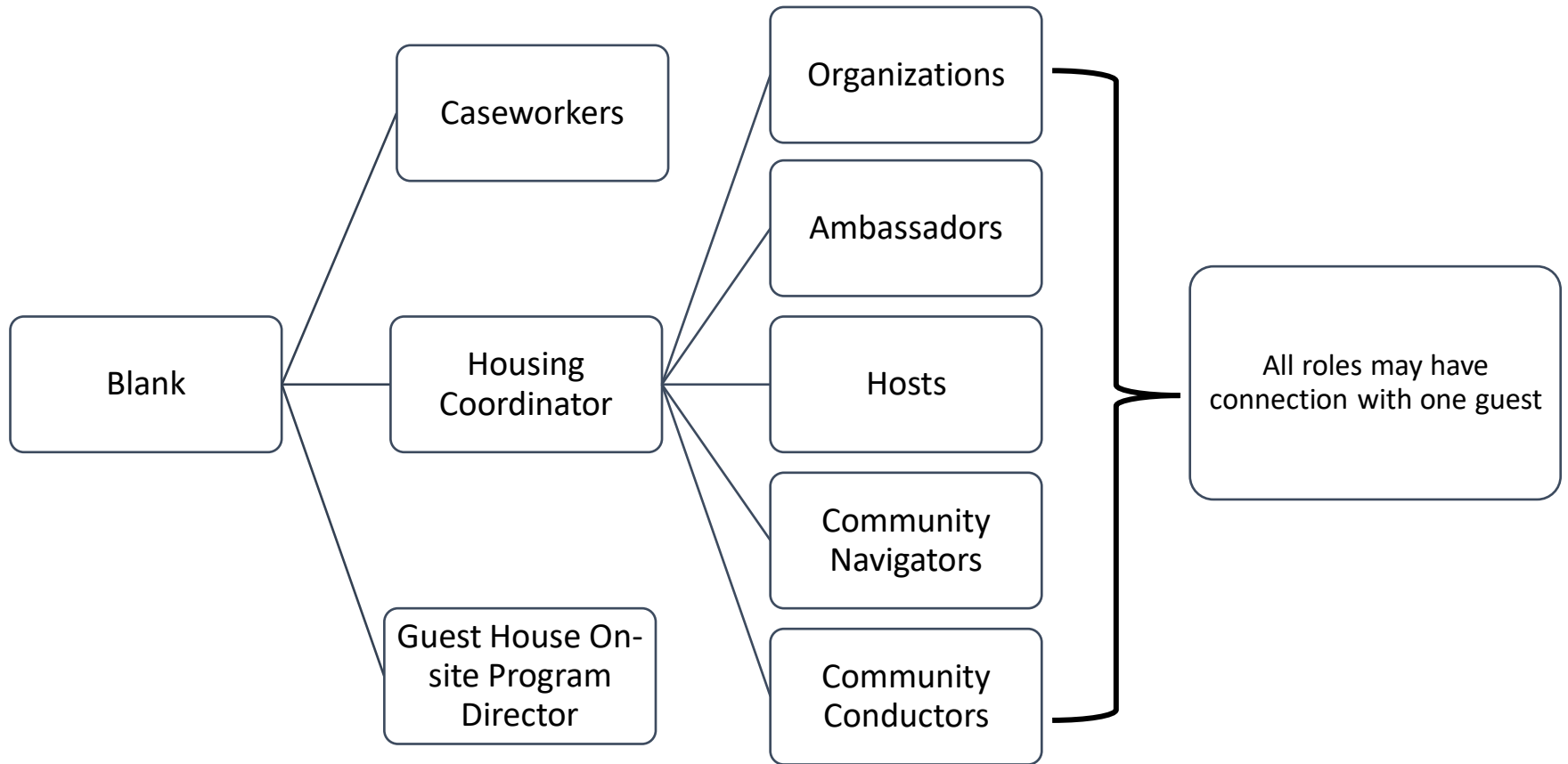
- To create a sustainable temporary housing program that embodies the philosophy for delivery of service by Blank.
- Program framework for Guest Homes:
 - Ensure that all official guidelines, legislation, regulations, and mandates for programming are built into an integrated program framework.
 - Respect and honour for existing work that has been done through Open Homes network and through WMB.
 - Utilize best practices — based upon research and analysis of existing similar or comparable programs on a global scale.
 - Develop a program that is clear, concise, flexible, and organic to encourage growth.
 - Incorporate communication methods that meet the needs of program.
 - Develop a comprehensive training program.

Blank Guest Program Roles and Responsibilities

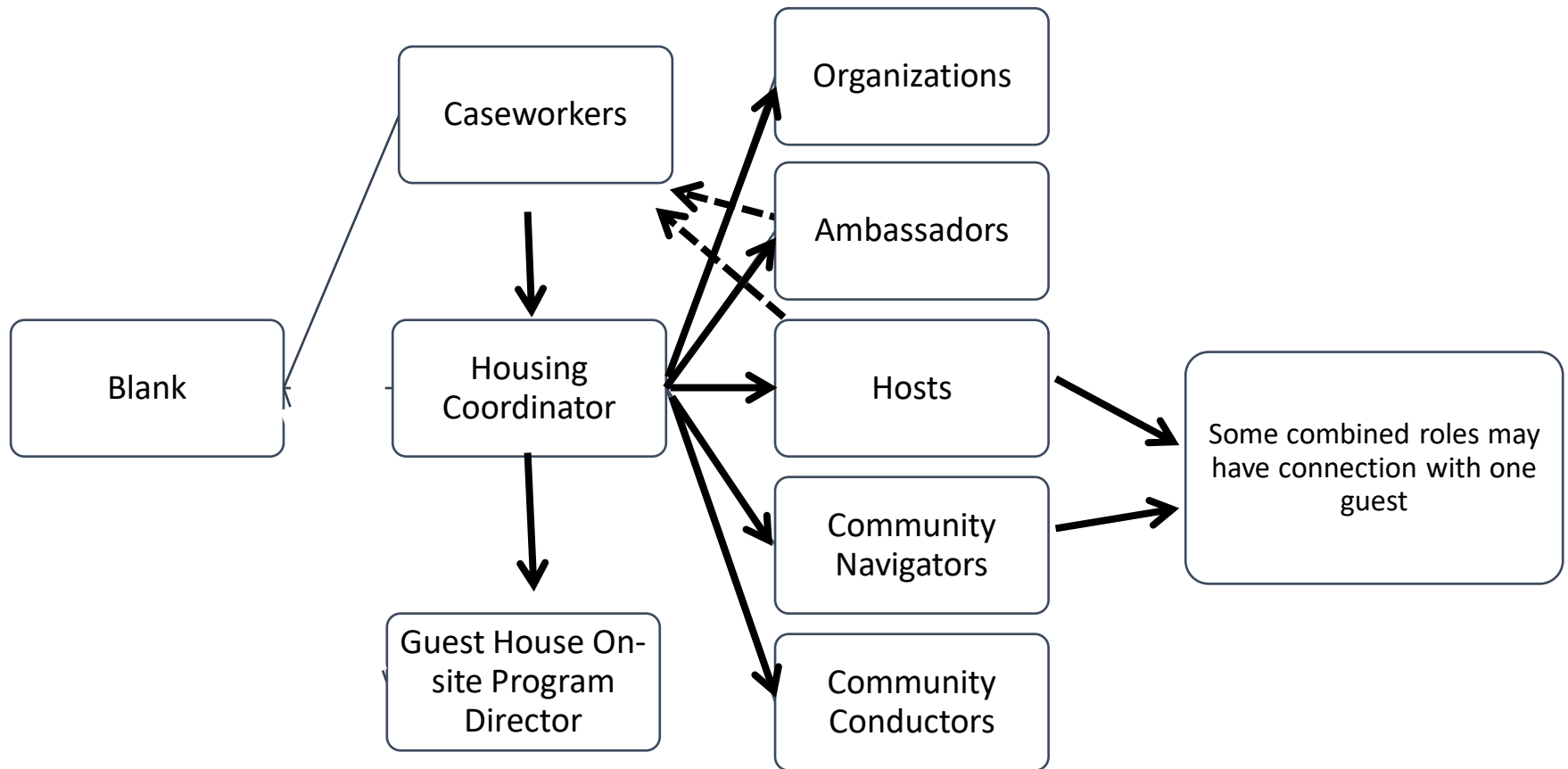
- Ambassadors
- Hosts
- Community Navigators
- Community Conductors



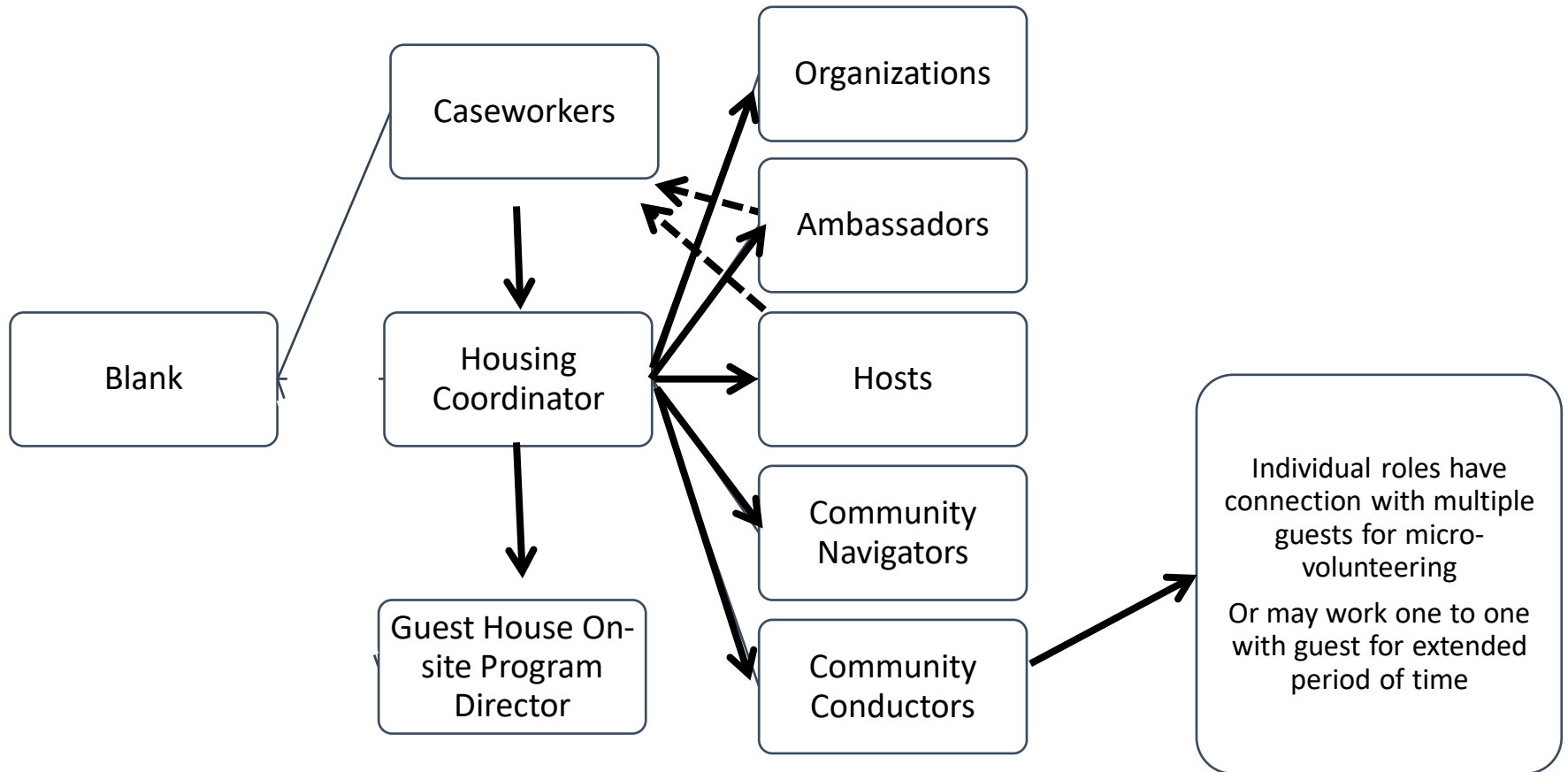
Lines of Communication and Referral



Lines of Communication and Referral



Lines of Communication and Referral



Organization roles

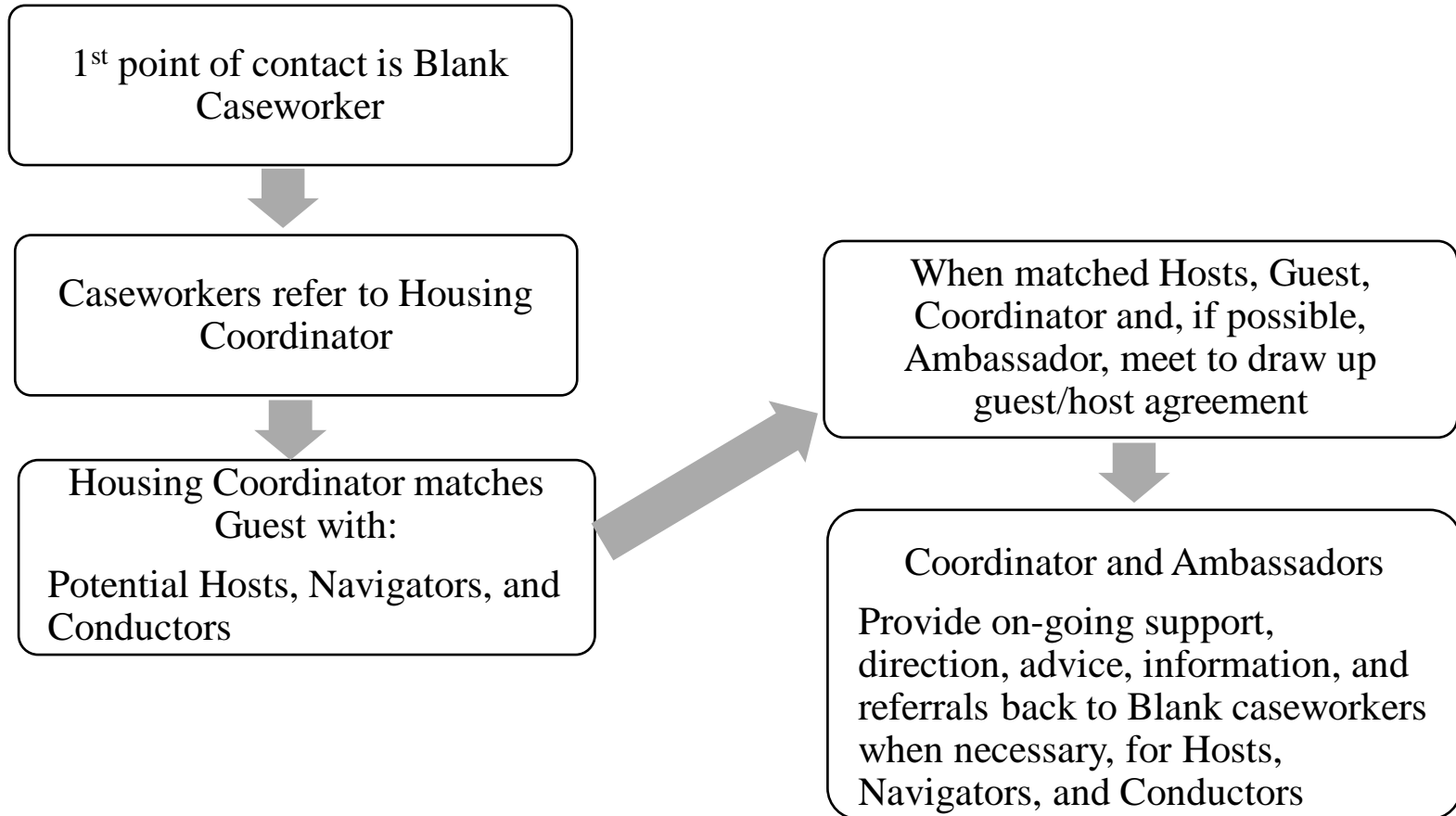
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- Structure
- Infrastructure
- Values
- Priorities
- Oversight
- training

Organizations

- Relationship building
- Community building and mobilization
- Communications and outreach

How it works....

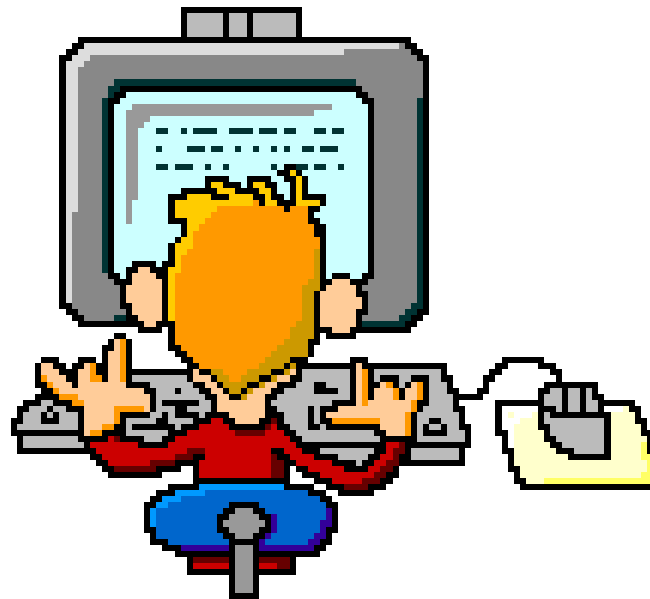


Micro-volunteering

- Short timeframe commitments.
- Adjustable to busy, unpredictable lives.
- Lack of pre-defined activities.
- Doing it on your own (with Blank supports and resources).
- Contributing a small piece to a larger program.
- Majority of volunteer roles do not require extensive training besides Guest Homes program training.
- Relies on volunteer skills, expertise, and life experience.

A C T I V I T Y

Responsibilities



H O S T

C O N S I D E R A T I O N S



- Canada Revenue Agency
 - 30% of income generated for taxes.
 - 75% of income can be used for charitable donation.
- Consult your mortgage lender.
- Check with your insurance provider.
- Observe all safety by-laws.

Ontario Works

- Boarder vs renter
- Single shelter allowance is \$390.
- Single basic needs is \$343.00.

- Monetary gifts (exemptions to income)
 - Up to \$10,000 per year per member of benefit unit.
 - Over \$10,000 is exempt if it used for first and last.
 - Contributions to RESP or RDSP.
 - Casual gifts.

ONTARIO WORKS (OW) RATE CHART
OCTOBER 1, 2018

BASIC NEEDS (Renters/Owners)				
Number of Dependants other than a Spouse	Dependants 18 Years or Older	Dependants 0-17 Years	Single	Couple
0	-	-	\$343	\$494
1	-	1	360	494
	1	-	623	652
2	-	2	360	494
	1	1	623	652
	2	-	781	826
3	-	3	360	494
	1	2	623	652
	2	1	781	826
	3	-	956	1001

For each additional dependant:
add \$175 if the dependant is 18 years of age or older,
or \$0 if the dependant is 0-17 years of age.

Family Size	Maximum Monthly Shelter Allowance
One	\$390
Two	\$642
Three	\$897
Four	\$756
Five	\$815
Six or more	\$844

FAMILY SIZE	ONTARIO WORKS (OW) ASSET LIMITS
Single	\$10,000
Couple	\$15,000
Couple/One Child	\$15,500 plus \$500 for each additional dependant
One Parent/One Child	\$10,500 plus \$500 for each additional dependant
Temporary Care Assistance and Dependants of Dependants	\$500 for each dependant

Maximum Monthly Federal (CCB) and Provincial (OCB) Benefits (July 2019- June 2020)

Number of Children	Canada Child Benefit (CCB) For each child under the age of 6	Canada Child Benefit (CCB) For each child aged 6 to 17
1	\$553.25	\$466.83
2	\$1,106.50	\$933.66
3	\$1,659.75	\$1,400.50
4	\$2,213.00	\$1,867.33
5	\$2,766.25	\$2,334.18
6	\$3,319.50	\$2,801.00

TEMPORARY CARE ASSISTANCE	
1 st Child	\$274
Each additional child	\$224

MAXIMUM BOARD AND LODGING TABLE				
Dependants (Dep) other than a Spouse	Dep aged 18 or older	Dep aged 0-17	Single	Couple
0	0	0	\$533	\$688
1	0	1	664	752
	1	0	752	790
2	0	2	737	813
	1	1	825	851
	2	0	873	887
3	0	3	806	874
	1	2	894	912
	2	1	942	948
	3	0	980	984

For each additional dependant of a sole support parent add \$120 if the dependant is 18 years of age or older or add \$69 if the dependant is 0-17 years of age.
Otherwise, for each additional dependant add \$100 if the dependant is 18 years of age or older or add \$61 if the dependant is 0-17 years of age.

Dependant(s) of Dependants	
Number of Dependant Children	Entitlement
1	\$366
2	\$419
3	\$479
4	\$537
5 or more	\$568

Special Boarder Allowance \$71 per benefit unit (Applicable for board & lodging and financially independent adults)

Advanced Age Item \$44 (For each member of the benefit unit who is 65 years of age or older)

Personal Needs Allowance (PNA) \$149 (Per member of the benefit unit)

Guide Dog Allowance \$84

Other OW Benefits- Maximum

Full-time Employment (once/ 12 months) \$500

Other Employment & Employment Assistance Activities (once/ 12 months) \$253

Transition Child Benefit up to max \$230/child

Number of Children	Ontario Child Benefit (OCB)
1	\$119.50
2	\$239.00
3	\$358.50
4	\$478.00
5	\$597.50
6	\$717.00

This information is provided by Toronto Employment & Social Services. For full details, please check the relevant web site:

- Ontario Works Act and Regulations www.e-laws.gov.on.ca
- Ontario Child Benefit www.children.gov.on.ca/htdocs/English/topics/financialhelp/osb/index.aspx
- Federal Child Benefits <http://www.cra-arc.gc.ca/bnfts/menu-eng.html>

Host choices

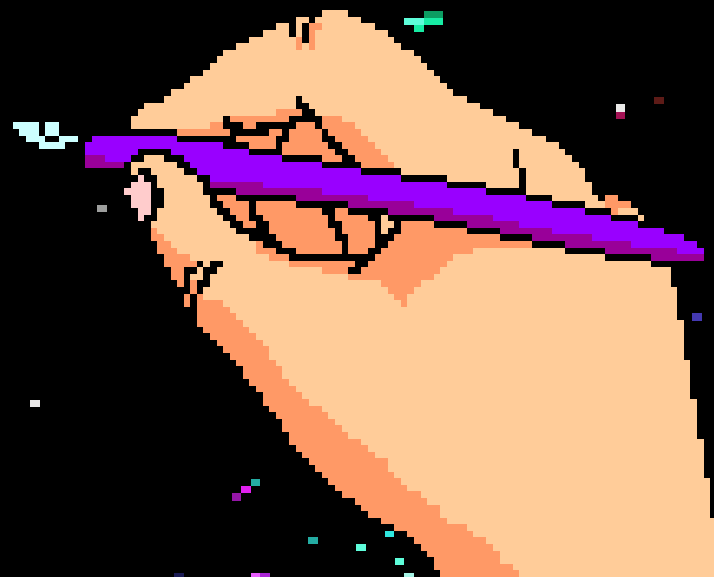
Shared accommodation

- Shared accommodation is **not** covered by the Residential Tenancies Act.
- If host buys and cooks food for guest the guest is considered a boarder.
- If hosts buy food but does not cook it they are considered a renter.
- If guest is responsible for purchasing and cooking food they are a renter.

Independent unit

- Whether or not the host buys and cooks food has no influence on type of rental.
- Without shared accommodation it is considered a rental.
- Independent units **are** covered by the Residential Tenancies Act.
- Important to have an agreement with an end date (even if it is signed month to month)

QUESTION AND ANSWER





Break

MODULE – VOLUNTEER ORIENTATION

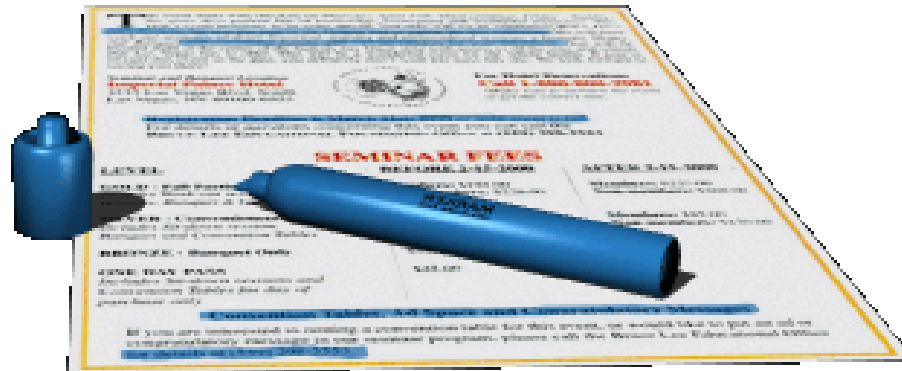


Round robin

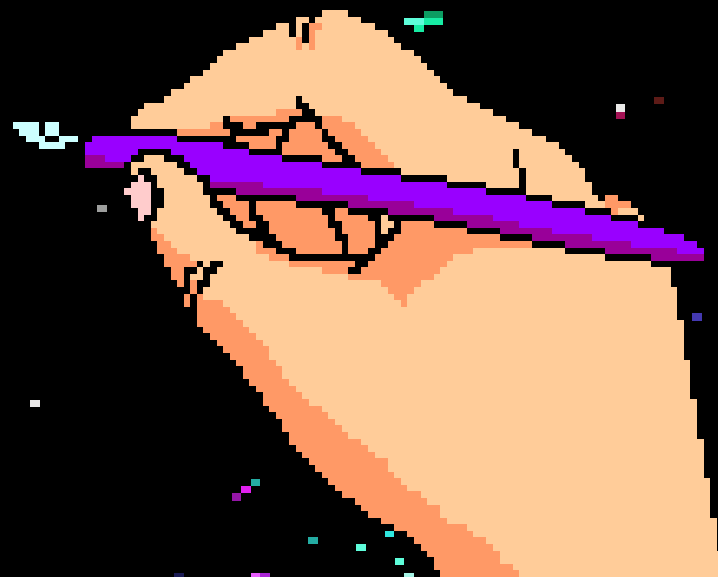




Volunteer Packet



QUESTION AND ANSWER



Blank Volunteer Training

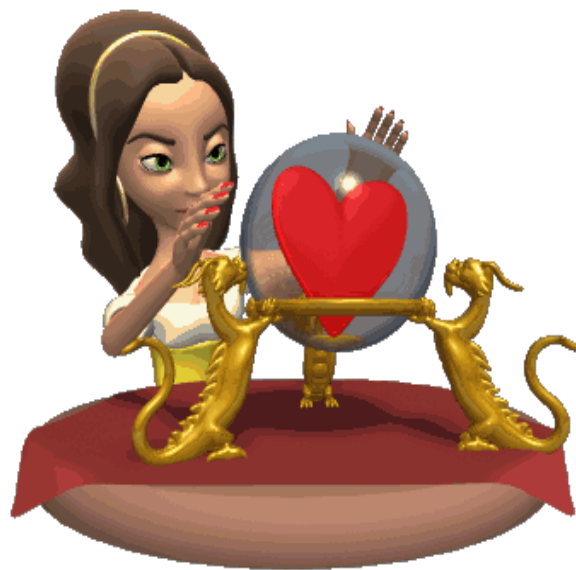


Day 2

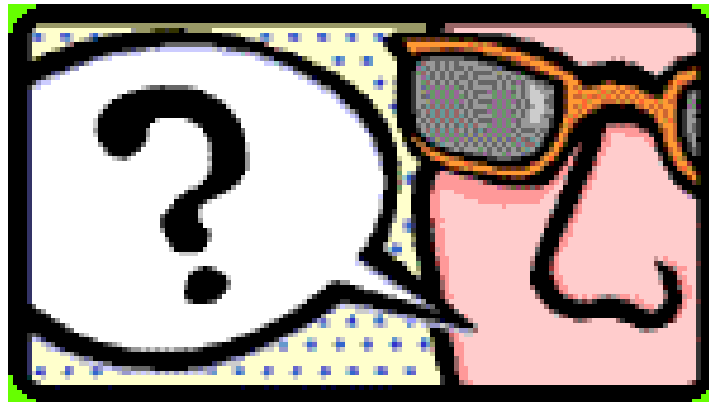
MODULE – COMMUNICATION AND CULTURE



If you could read my mind



FOUNDATION
OF
COMMUNICATION



- Authenticity
 - Clarity
 - Understanding
 - Emotion
 - Selective perceptions
 - Tone
 - Elaboration
 - Write messages if necessary
- Allow ample time
 - Watch your personal space
 - One question at a time
 - Watch your body language
 - Let them be themselves

Misunderstandings

- Remain calm.
- Choose a good time and place to sort out the misunderstanding.
- Focus on the problem.
- Listen to the other side.
- Express feelings in words, not actions.
- Be specific about what is bothering you.
- Deal with only one issue at a time.
- Avoid accusations.
- Do not generalize.
- Do not stockpile.
- Explore resolutions.
- Use “I” statements.

NON VERBAL COMMUNICATION SKILLS



Communication is....

- Words
 - 7%
- Non-verbal impact, voice, pitch, tone, pace
 - 38%
- Body language:
 - Facial expression.
 - Eye contact.
 - Spatial proximity.
 - Posture.
 - Gestures.
 - Projection.
 - 55%

Non-verbal cross cultural communication

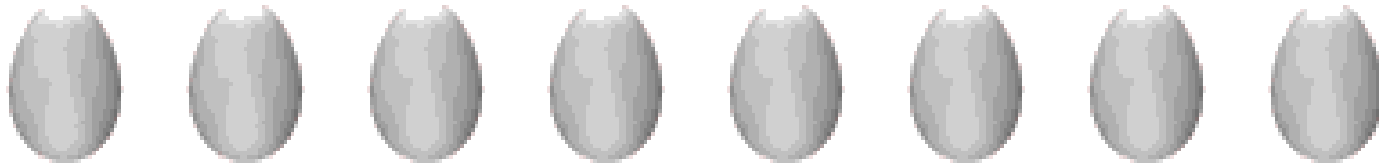
ACTIVITY

The Barefoot Alien



CLEAR ENGLISH





Jargon, slang, colloquialisms



Chill out, homeboy

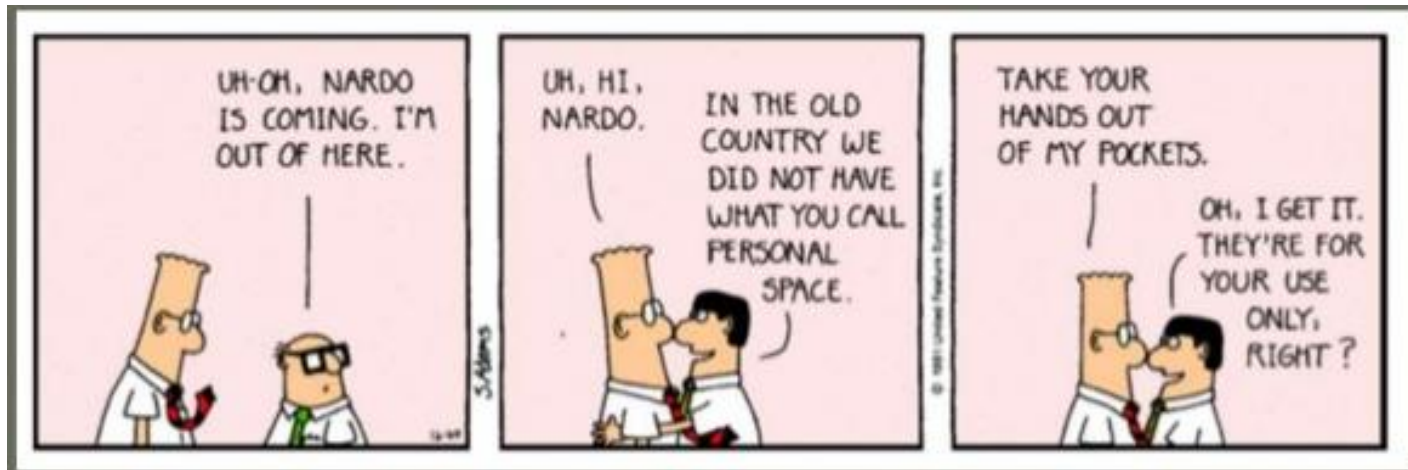
BOUNDARIES



I'm on vacation. We need to have boundaries.



Creating boundaries



ACTIVITY

Guest/host agreement





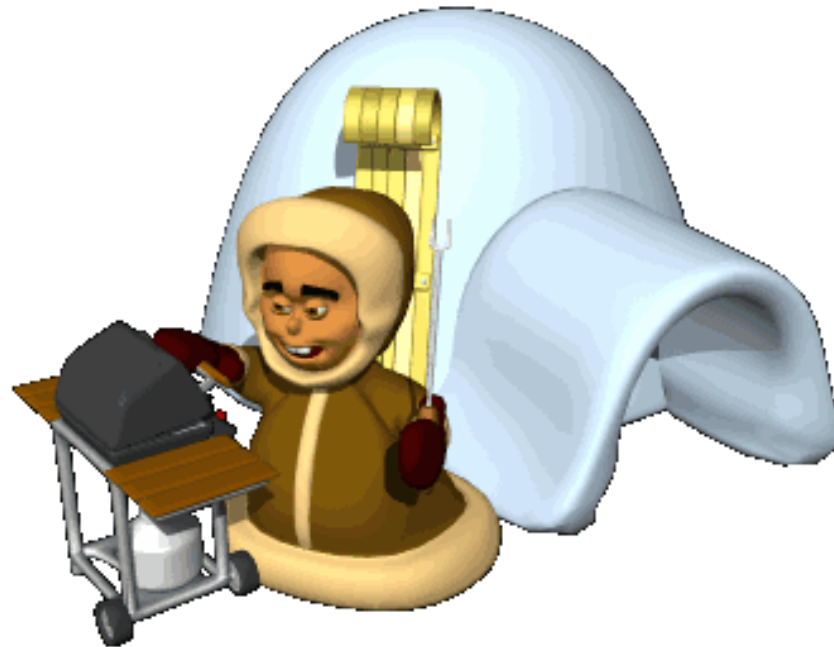
Break

CULTURE



ACTIVITY

Cultural Identification



ACTIVITY

Selective perceptions (implicit bias)



MODULE – TRAUMA



- Please be mindful of the potentially upsetting nature of the following materials and recognize you need to take care of yourself.
- Please be respectful of others and do not discuss any personal comments outside of the training.
- Be aware of the degree of personal information that is appropriate to share.
- Don't feel pressured to contribute. Self-disclosure is personal.
- Please no side conversations or talking over others.



How I see it





Lunch

Trauma informed practice

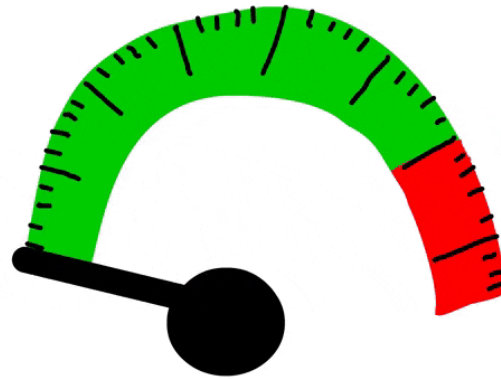
- Awareness of trauma.
- Individuals are not “sick” but have suffered an injury.
- Service should be genuine, authentic, and compassionate.
- Create a climate of hope and resilience.
- Teach Canadian ways as skills and not as identity replacement.
- Acknowledging that Post Traumatic Stress Disorder (PTSD) is not always the result of trauma.

Trauma informed practice

- Avoiding the use of terms such as “victim” or “survivor”.
- Being mindful that asking or talking about trauma is not always appropriate.
- Approach the topic of trauma with compassion and understanding, in a manner that is validating and non-judgemental, and accepts the person’s feelings and their right to feel that way.
- Sometimes the only response to dealing with trauma is to ask how we can help.

A C T I V I T Y

Trauma related stress



www.hallgraffe.com

Trauma related stress discussion questions

- What stressor do refugees face before fleeing the country?
- What stressor do they face when arriving in a new country?

SUPPORT SYSTEMS



Learned Helplessness

- Can occur when individuals experience continued stress when faced with events beyond their control. Often associated with trauma.
- Individuals lose motivation to take action on their circumstances. They may behave in a helpless manner and overlook opportunities for relief or change.
- Individuals require support and encouragement to take action on their own in order to increase their self-concept and sense of self-control.



ACTIVITY

Understanding crisis



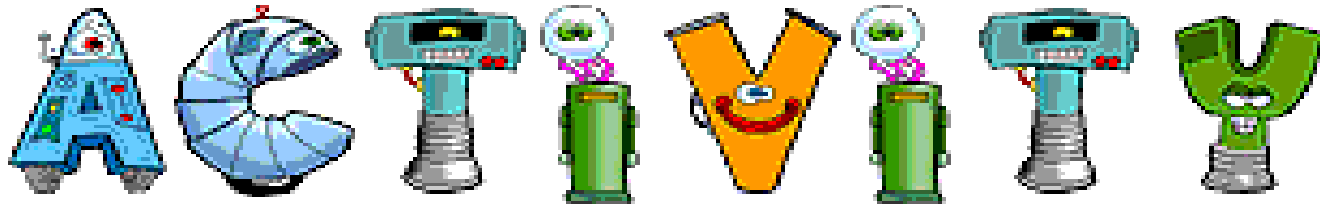
Do

Do

- Keep your voice calm.
- Listen to the person.
- Express support and concern.
- Ask how you can help.
- Keep stimulation level low.
- Offer options instead of trying to take control.
- Be patient.
- Announce actions before making them.
- Use silence as a communication tool.

Don't

- Overreact.
- Make judgemental comments.
- Argue or try to reason with the person.
- Maintain continuous eye contact.
- Move quickly.
- Touch the person unless you ask permission, and it is safe.
- Encroach on their personal space.



Safety plan





Break

VICARIOUS TRAUMA COMPASSION FATIGUE



A C T I V E J O Y

Compassion fatigue self-test



SEATTLE CAKE

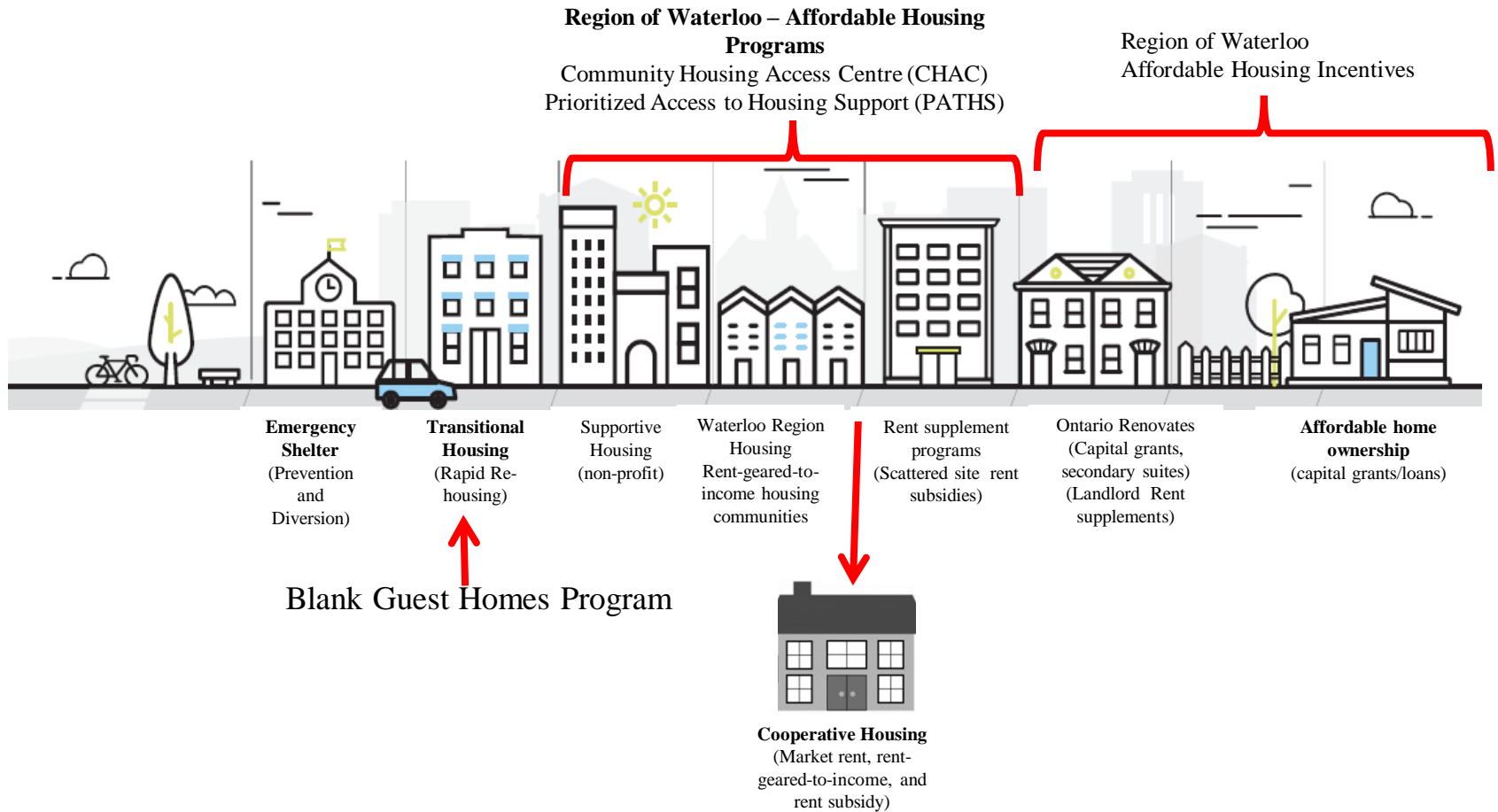


MODULE – MOVING FORWARD

HOUSING



K-W Affordable Housing



Blank Canadian Life Integration Program

MCRS Canadian Life Integration Program (CLIP) Lesson Plan Package

Assessment Tool

Client Name						
Week	Administrator		Date	Week	Administrator	
1				2		
3				4		
5				6		
7				8		
9				10		
11				12		

Canadian Language Benchmarks (CLB) Levels

CLB is used in English as a Second Language (ESL) or Language Instruction for Newcomers to Canada (LINC) to test and develop language proficiency. There are 12 levels divided into three stages: basic, intermediate and advanced.

MCRS utilizes CLB language proficiency stages in order to determine the appropriate topics, tools and resources that would be the best fit for each stage of the participant's lesson plan.

Stage	Description	Listening and Speaking	Reading and Writing
		Examples	
Stage 1	Participant can understand and use a few individual words, phrases and some short sentences. Understanding is greater when speech is slow and repeated. They require pictures or gestures to achieve understanding. Phone conversations are too difficult. Reading and writing are very difficult for the participant and they require the use of pictures to achieve understanding.	Hello. How are you? Excuse me. Sorry, no English. Help please. My name is. Nice to meet you. Please wait here. Milk and sugar please. I am from ----	Hello Enter Stop Name Please come at 10:00 Enter password Happy Birthday. Good luck. Where you do live?
Stage 2	Participants have greater understanding but still require simple language and repetition. They have difficulty in following complex conversations. They are better at understanding phone conversations if the topic is familiar and the speaker is speaking clearly at a slow to normal pace Participants can understand short simple communications on familiar topics.	Listen to a short story and relate content. Understand a conversation or discussion about a familiar topic. Follow verbal instructions.	Read an email and follow instructions. Get information from a website. Write an email request or short story. Write a resume or cover letter
Stage 3	Participants understand communication clearly but may have difficulty if speech is too fast or complicated. Participants are more comfortable with more complex reading and writing.	Understand and follow recommendations and instructions. Follow court proceedings or formal meetings.	Write a report or story. Write and/or edit the minutes of a meeting.

CLIP topics and stages

CLIP Topics and stages

Topics – Living in Canada		
Garbage and Recycling		
Stage 1	Can follow pictograms to dispose of garbage and sort recycling.	<input type="checkbox"/>
Stage 2		<input type="checkbox"/>
Stage 3		<input type="checkbox"/>
Safety		
Stage 1	Knows emergency numbers and when appropriate to call.	<input type="checkbox"/>
	Knows how to safely evacuate building in case of fire.	<input type="checkbox"/>
	Knows how to lock and unlock doors and windows.	<input type="checkbox"/>
Stage 2	Knows how to properly store cleaning products.	<input type="checkbox"/>
Stage 3	Knows how to use a fire extinguisher.	<input type="checkbox"/>
Transportation		
Stage 1	Understands and uses seatbelts.	<input type="checkbox"/>
	Knows nearest public bus stop to their home.	<input type="checkbox"/>
	Knows amount of transportation fare.	<input type="checkbox"/>
Stage 2	Knows how to call a taxi and provide information needed.	<input type="checkbox"/>
	Knows the approximate cost of taking a taxi.	<input type="checkbox"/>
Stage 3	Knows how to use internet to determine bus routes including transfers.	<input type="checkbox"/>
	Can give directions.	<input type="checkbox"/>
	Knows what is required to get a driver's license.	<input type="checkbox"/>
Food Programs		
Stage 1	Knows name and use of cooking utensils.	<input type="checkbox"/>

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	Knows location and name of closest grocery store or shopping mall.	<input type="checkbox"/>
	Knows how to safely use stove.	<input type="checkbox"/>
	Knows how to access emergency food programs.	<input type="checkbox"/>
Stage 2	Can make a grocery shopping list.	<input type="checkbox"/>
	Properly stores dry goods.	<input type="checkbox"/>
	Stores perishables items in fridge.	<input type="checkbox"/>
	Recognizes signs of spoilage in food.	<input type="checkbox"/>
Stage 3	Can plan weekly menu and grocery list.	<input type="checkbox"/>
	Can prepare food from recipes.	<input type="checkbox"/>
	Understands and can use the expiry dates to prevent spoilage.	<input type="checkbox"/>
Cleaning and Hygiene		
Stage 1	Washes hands before eating or preparing food.	<input type="checkbox"/>
	Maintains towels and linens in clean order.	<input type="checkbox"/>
	Can wash dishes adequately using soap and water.	<input type="checkbox"/>
	Knows how to prevent sinks and toilets from clogging.	<input type="checkbox"/>
	Knows how to sweep floors, wash floors, wash windows, dust furniture, clean shower, toilet and sink.	<input type="checkbox"/>
	Knows appropriate cleaning products to use for different cleaning jobs.	<input type="checkbox"/>
Stage 2	Performs routine house cleaning to maintain room in reasonably clean state.	<input type="checkbox"/>
	Uses drawers and closets appropriate for storage.	<input type="checkbox"/>
	Knows how to use and clean vacuum.	<input type="checkbox"/>
Stage 3	Can clean a stove.	<input type="checkbox"/>
	Knows when to request help from Program Director.	<input type="checkbox"/>
	Knows how to prevent roaches, ants, mice, etc.	<input type="checkbox"/>
Appliances		

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Volunteer Services Board

[Canoeing](#)

English Café

Support on Housing Search

Introduction to food security programs.

Navigating transit.

Bird house building.

Urban hiking.

List is hyperlinked to explain more about the service.

A one-hour introduction to canoeing on the Grand River.

Provided by: **Bob Smith**

Volunteer will provide: Canoe, oars, safety vests.

Client/guest should provide:

Their own swim outfit, towel, refreshments. Clients are responsible for getting themselves to meeting site.

Pre-requisite: Client should know how to swim.

Comments: Time for service is flexible. Bob will bring his own refreshment.

Accepted by: **Juan Mendez**

If the client/ guest clicks on Accepted by: an alert is sent to Blank staff. Name of volunteer, service, and client/guest name are hyperlinked into the Action Plan and a connection is then arranged.

Client/Guest Request Board

Support in arranging transportation to attend hearing in Toronto.
[Help in getting furniture for new apartment.](#)
Help with finding a job.

Requested by: **Juan Mendez**
First language: **Arabic**
Comments:
Accepted by: **Bob Smith**
 Joan Jones
 Ibrahim Saleh

List is hyperlinked to explain more about the request if necessary.

If a volunteer clicks on Accepted by: an alert is sent to Blank staff. Name of volunteer, service, and client/guest name are hyperlinked into the Action Plan and a connection is then arranged.

Multiple volunteers can accept request.

Action Plan and Schedule

Sample Action Plan

Administrator		Date		Administrator		Date	
Erin Forde		October 23, 2020					
Date	Time	Task	Who	Where	Resources/Supports	Comments	Completed
Monday, November 2	9:00 – 11:00	Recycling & Garbage Info	MCRS staff	On-site	Recycling & Garbage pictograms		
Tuesday, November 3	1:00 – 3:00	Internet Housing Search – Introduction		On-site			
Wednesday, November 4	3:00 – 5:00	Cooking in Canada	Conductors: Selim Felicia Sam	On-site	Food boxes from food bank. Find out dietary requirements of residents. Selim should know a head of time what is in the food boxes in order to prepare for what will be cooked.	All COVID protocols must be observed.	
Thursday, November 5	5:00 – 7:00 9:00 – 11:00	Group Dinner Cleaning & COVID	Conductor: Selim MCRS staff	On-site On-site			
	7:00 – 8:00	Sewing	Conductor: Sandra	On-site	Sandra will provide needles and fabric and other sewing supplies but will use MCRS sewing machine.		
Friday, November 6	5:00 – 8:00	Community Dinner	Conductor Ibrahim, Sally, Paula	Host: Jim	Juan is living in a Guest Home. The host Jim will be providing space and some supplies. Set up action plan meeting with conductors, host, and client.		
Saturday, November 7	10:00 – 11:00	Canoeing	Conductor: Bob	Off-site	Bob will supply canoe, oars and safety equipment. Juan will need to meet Bob at launch site. Make sure Juan knows how to swim.	Do we need safety waiver, insurance and liability forms?	

Sample Weekly Schedule

Name of Client: Juan Mendez							
November 1 to 7, 2020							
Time	Sunday, November 1	Monday, November 2	Tuesday, November 3	Wednesday, November 4	Thursday, November 5	Friday, November 6	Saturday, November 7
9:00 – 10:00		CLIP			CLIP		
10:00 – 11:00		Recycling & Garbage - Introduction			Cleaning & COVID - Introduction		Canoeing
11:00 – 12:00							
12:00 – 1:00	<i>Lunch</i>						
1:00 – 2:00			CLIP				
2:00 – 3:00			Internet Housing Search - Introduction				
3:00 – 4:00							
4:00 – 5:00				Cooking in Canada			
5:00 – 6:00		Dinner	Dinner	Group Dinner	Dinner		
6:00 – 7:00							
7:00 – 8:00					Sewing – Lesson	Community Dinner	
8:00 – 9:00							

VOLUNTEER
ORIENTATION

We ve our
VOLUNTEERS!