



# Volunteer Handbook



91 Millennium Parkway  
Belleville, ON K8N 4Z5

Sharon Wright  
Manager of Community Development and Volunteer Services  
Phone: 613-969-7407 Ext. 22  
E-mail: [swright@plainfield.org](mailto:swright@plainfield.org)



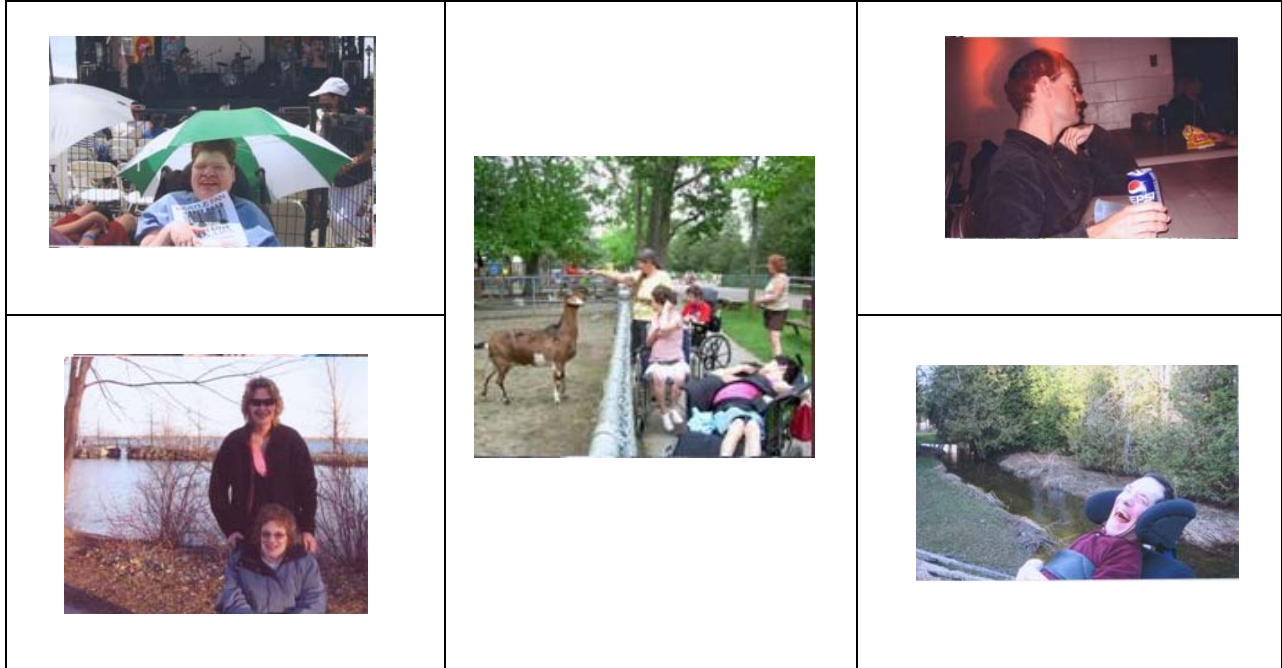
*Working Together*  
**Table of Contents**

Who Are We? .....	<i>1</i>
Services Offered .....	<i>2</i>
Vision and Mission Statement .....	<i>3</i>
Why Volunteer? .....	<i>4</i>
The Rights of Volunteers .....	<i>5</i>
The Responsibilities of Volunteers and Plainfield Community Homes....	<i>6</i>
Volunteer Opportunities .....	<i>7 &amp; 8</i>
Community Home Support Worker .....	<i>9</i>
Adult Recreation and Leisure Activities .....	<i>10</i>
Office Volunteer .....	<i>11</i>
Adventure Trillium .....	<i>12</i>
Volunteer Requests .....	<i>13</i>
Special Events Volunteers .....	<i>14</i>
Foot Care Volunteers .....	<i>15</i>
<i>A Model that Supports Transition Age Youth</i> .....	<i>16</i>
Student Volunteers .....	<i>17</i>
<i>How Do I Become a Volunteer</i> .....	<i>18</i>

# Plainfield

COMMUNITY HOMES  
Supporting Community Living

## Who Are We?



Plainfield Community Homes is a not for profit organization that provides a wide range of supports and services to adults as well as to children with disabilities. Our Administration Office is located at 91 Millennium Parkway in Belleville.

With over 200 hundred staff and many volunteers, Plainfield Community Homes is able to provide full-time support to nearly 80 people in 17 community homes in the Belleville and surrounding areas.

The supports that we offer to people are tailored to meet the individual needs of that person. These supports are developed by listening to what the person tells us they want. This information comes from the person and by the people who know that person best. The supports that we provide enable a person to participate in the life of their community, and lead active and productive lives.



## Services Offered

We offer many services for families.

For example:

We provide **Out-of-Home Respite** for families who have a child with a disability, either in a staffed home or in the family's own home.

We have several (and are recruiting more) **Associate Families** who provide long-term support in their homes **for children** with disabilities.

We have a **Family Home Share Program** which is similar to the Associate Family Program, but **is for adults**.

We provide school break activities for young people and, through a grant from The Ontario Trillium Foundation, we offer Adventure Trillium to provide individually planned summer day supports.



We provide supports and recreation and leisure opportunities for young adults when they leave school.

We are guided by our corporate Mission and Vision statements that have the inherent value that all people belong together and all people have rights and must be treated with dignity and respect.

We are funded by Ontario's Ministry of Community and Social Services, Ministry of Children and Youth Services and Ministry of Health and Long-Term Care.

Additional funding is generated through special events, grants, donations and bequests.



## Vision and Mission

### Vision Statement

A community where everyone belongs and all people are valued and respected as participating and contributing members.

### Mission Statement

Plainfield Community Homes is committed to providing personal supports to individuals with disabilities so as to create a life style that promotes well being and encourages personal growth.

### Keys to Our Vision - We Believe

- All people have unique gifts, talents and capabilities, and opportunities to share these with other people.
- All people have dreams and hopes and the freedom to pursue them.
- All people are empowered to have control over their own lives and need information, knowledge, experience and opportunities to make informed decisions and to decide when and where to share their personal information.
- All people have the right to live life the way they choose, with reasonable risk, and to experience ownership, self worth, value, dignity and privacy.
- All people with disabilities will know and be known by their neighbours, fellow students and co-workers. They will make friends and share intimacy. Everyone deserves to love and to be loved.
- All people deserve the best possible health and opportunities to access supports and services in the community of their choice.



## Why Volunteer?

Volunteering is a great way to keep busy, meet new people and gain new skills.

The following Statistics were taken from the follow-up survey of Giving, Volunteering, and Participating 2004 fact sheet, "**Motivations for becoming a Volunteer**".

- ◆ 86 per cent of volunteers were willing to make a contribution to the community.
- ◆ 47 per cent of volunteers were personally affected by the cause the organization supports.
- ◆ 39 per cent of volunteers were willing to network with or meet people.
- ◆ 38 per cent of volunteers were willing to explore one's own strengths.
- ◆ 29 per cent of volunteers' family circumstances changed.
- ◆ 35 per cent of volunteers had more time.

## Volunteering at Plainfield Community Homes

- ◆ Makes you feel great because you know you are enhancing the lives of people in your community.
- ◆ Keeps you active after retirement.
- ◆ Enriches your perspective.
- ◆ Enhances your resume with experience and service to your community.
- ◆ Boosts your positive attitude.
- ◆ Allows you to make a difference.
- ◆ Challenges you with new experiences, such as:
  - Visit and bring new ideas.
  - Offer your time.
  - Learn new things.
  - Undertake exciting activities.
  - Numerous opportunities to raise someone's spirits.
  - Try something new.
  - Enhance your skills.
  - Enrich your life.
  - Realize your potential.



## The Rights of Volunteers

Volunteers and Plainfield Community Homes Personnel benefit by knowing their rights and responsibilities

### *The Volunteer has the Right To:*

1. Work within a clearly written job description.
2. Receive appropriate agency orientation, job training, supervision and evaluation.
3. Be placed in an appropriate volunteer role in accordance with your abilities and interests and the needs of the people supported by Plainfield Community Homes.
4. Be treated as a member of a team and receive recognition.
5. Have the opportunity to voice opinions and effect change.
6. Receive reimbursement for out of pocket expenses, whenever possible.
7. Have a positive and enjoyable experience.

### *The Agency has the Right To:*

1. Expect co-operation and commitment from volunteers.
2. Decline to place prospective volunteers if unsuitable for an assignment.
3. Release volunteers who do not operate within agency policy, or whose skills do not fill a need in the agency.
4. Expect quality performance by volunteers.
5. Report problems and progress to the Manager of Community Development and Outreach.



*As adapted from Volunteer and Information Quinte*



## The Responsibilities of Volunteers and Plainfield Community Homes

Volunteers and Plainfield Community Homes Personnel benefit by knowing their rights and responsibilities

### *The Volunteer has the Responsibility To:*

1. Work within the agency's job description.
2. Comply with the agency's screening policies as they pertain to specific placements.
3. Take advantage of training opportunities which will enhance their own skill and development.
4. Use discretion in the area of confidentiality.
5. Consult with manager when unclear on policy or action.
6. Work as a team member.
7. Give appropriate notice of upcoming absence.

### *The Agency has the Responsibility To:*

1. Provide the volunteers with a job description including duties, training and evaluation.
2. Appropriately screen volunteers according to their job description.
3. Provide training opportunities for both staff and volunteers in order to enhance their working together effectively.
4. Enhance the volunteer's experience by providing and giving support and recognition.
5. Provide feedback constructive.
6. Provide adequate, pleasant workspace.

*As adapted from Volunteer and Information Quinte*





## Volunteer Opportunities

**Community Home Support** - People who are supported through Plainfield Community Homes enjoy volunteers to assist them on a one-to-one basis to enhance their quality of life.

**Time Commitment:** Half to full day a week

**Adult Recreation and Leisure Activities** - Our Recreation and Leisure activities provide opportunities for personal enjoyment in the community and in a supported setting. Activities are designed around people's goals and desires. Volunteers come 1 to 2 hours a month to share their skills, gifts, talents in music, crafts, cooking, etc.

**Time Commitment:** 2 to 3 hours a week/bi-weekly or monthly

**Office Tasks** - Volunteers are active in our Administration Office in Belleville. They assist with reception and mailings for main events.

**Time Commitment:** Flexible

**Adventure Trillium** - Volunteers to support children who have an intellectual disability, physical and/or medical knowledge is required to work with children during the summer camp.

**Time Commitment:** Flexible

**Out-of-Home Respite Program** - Volunteers are required any time during the weekend beginning Friday evening until Sunday at 3:00 p.m. Hours of work can be flexible during this program and due to the schedule of community events the volunteer's time may have to be flexible to permit the child to attend.

**Time Commitment:** Flexible

**Children's After School and Respite Program** - Volunteers are involved in our after school and respite program. Volunteers assist in creating and carrying out recreational and structured activities.

**Time Commitment:** Flexible

**Special Events** - Volunteers will attend and participate in special events held by Plainfield Community Homes. Events may be held at our Administration Office or in the community.

**Time Commitment:** Occasional - 1 to 2 times a year



## Volunteer Opportunities

**Marketing/Advertising** - Volunteers can assist in promoting our agency with their knowledge and expertise.

**Time Commitment:** Flexible

**Board of Governors and Committee Members** - Board members come from all walks of life, are community minded and share a commitment to the Mission, Vision and Principles of Plainfield Community Homes. Board members are elected by the membership to a three (3) year term and give voluntarily of their time to provide governance and oversight to the Corporation.

**Time Commitment:** Approximately 4 hours a month

**Foot Care Volunteers** - Volunteers are required to assist with special foot care treatment.

**Time Commitment:** 1 to 2 hours weekly/bi-weekly or monthly

**A Model that Supports Transition Age Youth** - Plainfield Community Homes engages in a partnership with family and youth to assist them to direct their supports and services.

**Time Commitment:** Flexible

**Student Volunteers** - Plainfield Community Homes offers opportunities for students to receive volunteer hours within our Community Home Support and our Children's After School and Respite Program. Student volunteers have worked with children and youth as an extra support for activities and events and have also completed yard work, internal painting, clothing repairing, etc. in our community homes.

**Time Commitment:** Weekly, bi-weekly or monthly - some work may be seasonal.



## Community Home Support Volunteer

Plainfield Community Homes is a non-profit organization that provides a range of services and supports to adults and children with developmental disabilities. The supports and activities provided are determined by the person and/or their family or other support networks. These supports enable people to participate in the life of the community, lead active and productive lives and discover, celebrate and further develop the capabilities that lie within.

Under the leadership of the Board of Governors and the Executive Director, services and supports are provided at 17 locations. Community supports from volunteers are dependent on the person's needs. Volunteers presently offer support in a person's home or in the community. The geographic area ranges from Belleville, Tweed, Stirling, Thurlow and Quinte West. Volunteer support has included casual friendly visits; card partner; a hockey buddy; a swimming assistant; and to assist in the gardens.

The ideal candidate for this position would:

- ◆ Be someone who is a good listener and communicator.
- ◆ Be creative.
- ◆ Be flexible.
- ◆ Support community inclusion.
- ◆ Work well as a team member.

### Training

There would be approximately 2 to 4 hours of training provided to the Volunteer with each person requesting Volunteer support.

### Time Commitment

4 to 6 hours weekly, bi-weekly or monthly.



## Adult Recreation and Leisure Activities

Plainfield Community Homes offers a Recreational and Leisure Program at its Administration Office, 91 Millennium Parkway, Belleville, Ontario. The program runs from 9:00 a.m. to 3:00 p.m. from Monday through Friday, excluding holidays and vacation requests from the recreation staff. Community members are welcome.

The Recreational and Leisure Program provides a choice of monthly activities developed by each person's goals and dreams. A monthly calendar is circulated internally and to community members. The calendar is also available through our website ([www.plainfield.org](http://www.plainfield.org)).

Volunteers assist by leading an activity with their skill and talents. Talents have ranged from entertainment to cooking and crafts.

The ideal candidate for this position would:

- ◆ Be patient and understanding.
- ◆ Enjoy working with others.
- ◆ Be creative and work well as a team member.
- ◆ Be organized.

### Training

There is little training for this position. Volunteers are asked to attend a Volunteer orientation session by Plainfield Community Homes.

### Time Commitment

2 to 3 hours weekly, bi-weekly or monthly.



## Office Volunteer

The Plainfield Community Homes Administration Office is located at 91 Millennium Parkway, Belleville, Ontario. All administrative duties are completed at the office.

The tasks for this position could include:

- ◆ Reception.
- ◆ Mailing for main events.
- ◆ Large work projects.

### Training

Training is provided for each individual task by the office staff.

### Time Commitment

Flexible



# Plainfield

COMMUNITY HOMES  
Supporting Community Living

## Adventure Trillium

Volunteers to support children with intellectual disabilities, physical and/or medical needs are required to work with children during a summer camp program.

The hours of work could be between the hours of 8:30 a.m. - 4:30 p.m. Monday to Friday during July and August.

This position involves helping children to become a part of their community, join other children's groups and assist with community activities. You may be asked to teach a skill or a sport to one or more children, or may be assigned to work with one particular child. Volunteers may also teach or share any personal skills, interests or talents that they have, such as playing basketball, art, swimming, cooking, or specialized skills such as therapeutic touch, playing a musical instrument and leading small groups of children with support.

Transportation may be required and mileage will be reimbursed. It is helpful if the volunteer is well connected to the community and has knowledge of activities for children in the community. Good communication skills are essential. Volunteers should be confident in their abilities to direct children and willing to learn each child's unique method of communication.



*The Ontario Trillium Foundation, an agency of the Ministry of Culture, receives \$100 million annually from Ontario's charity casino initiative.*



## **Volunteer Requests**

### **Out-of-Home Respite Program**

Volunteers are required for the Out-of-Home Respite program anytime during the weekend, beginning Friday evening until Sunday afternoon at 3:00 p.m. Hours can be flexible during this time.

This position would include working with children between the ages of 5 - 18 years of age who have intellectual and physical disabilities. Duties could include assisting a child to participate in a variety of community activities, teaching a skill, doing arts and crafts or playing sports. Volunteers should have good people skills, enjoy working with children and be creative.

Volunteers should be dressed comfortably, prepared to get “down on the floor” with the children and should wear minimal jewelry (to prevent damage). Closed toe shoes are required for safety.

### **Skills Required**

It would be beneficial if Volunteers had experience in working with children who have behavioural and/or physical challenges, and should be comfortable with children who may have medical needs. Good communication skills are essential, both for the children and to work as part of the team. Volunteers should have confidence in their abilities to direct children who may have difficulties understanding. The ability to personally get to know a child, their communication needs and the individual strategies needed to properly support them in the community is necessary. Training will be provided as required. First Aid and CPR would be beneficial.



## Special Events Volunteers

We are funded by Ontario's Ministry of Community and Social Services, Ministry of Children and Youth Services and Ministry of Health and Long-Term Care.

Additional funding is generated through special events, grants, donations and bequests.

The tasks for this position could include:

- ◆ Helping out with our annual Mayor's Challenge Golf Tournament.
- ◆ Helping out with our Annual General Meeting.

### Training

No training is required for this position, just enthusiasm.

### Time Commitment

Flexible, depending on event and availability.







## Foot Care Volunteers

Foot care Volunteers would assist people on an individual basis in their home or in a location suggested by the volunteer.

The ideal candidate for this position would:

- ◆ Be sociable and friendly.
- ◆ Be organized.
- ◆ Have experience and training working with people who have diabetes.

### **Training**

Volunteers are asked to attend an overall volunteer orientation session. Training will be considered for special foot care treatment.

### **Time Commitment**

Flexible



## A Model that Supports Transition Age Youth

Plainfield Community Homes engages in a partnership with families and youth to assist them to direct their supports and services.

This shared home model of support and approach to community living provides a foundation that is vital to quality service development. The development of this model takes into account the personal outcomes of each of the housemates, as well as the needs of the prospective families.

### Transition Age Youth

With this new model of support, interest for volunteers is being discussed and evaluated by the family and youth involved.

The ideal candidate for this position would:

- ◆ Be flexible with a positive interview with family managers.
- ◆ Be willing to drive.
- ◆ Be flexible with evening and weekend hours.
- ◆ Be creative.
- ◆ Be a good listener.
- ◆ Be comfortable with youth oriented activities.

### Training

- A four hour volunteer period at the location.
- Defensive driving may be required, depending on the role. Training may be available within the agency.
- A CPIC (Criminal Personal Information Check) must be completed.

### Time

Weekly, bi-weekly or monthly.



## Student Volunteers

Plainfield Community Homes has supported students from our community to gain volunteer hours to fulfill their high school requirement.

Volunteer opportunities for high school students are site specific although they often entail the following roles:

- ◆ Yard work.
- ◆ Internal painting.
- ◆ Going for walks.
- ◆ Going out for lunch/supper.
- ◆ Making crafts.
- ◆ Participating in craft workshops.
- ◆ Dusting.
- ◆ Extra helper for recreational events.
- ◆ Gardening.

### **Training**

There will be very little training necessary. Orientation to the agency and one visit to the location will be required.

### **Time Commitment**

Will be determined based on student requirements.

## How Do I Become a Volunteer?

Interested in learning more about how you fit into Plainfield Community Homes' family of volunteers? Here is how to get started:

1. Call our Administration Office at 91 Millennium Parkway, Belleville, Ontario - 613-969-7407 Extension 22 or e-mail Sharon Wright at [swright@plainfield.org](mailto:swright@plainfield.org)
2. Arrange a time for an interview with Sharon Wright, Manager of Community Development and Outreach.
3. Complete appropriate paperwork including Volunteer Application Form, Police Record Check, references and signing of appropriate paperwork.
4. Once all the paperwork is completed you can begin your volunteer experience. You will receive appropriate training and orientation and will be supported by trained staff and other volunteers.



*Working Together*