

New Volunteer Website

The Calgary Drop-In & Rehab Centre Society (the DI) is undergoing some exciting changes within our Volunteer Resources department. We are thrilled that our valued community partners and clients will benefit from this time of growth.

In the fall of 2017, we will be introducing our online Volunteer Management software, allowing all our volunteer groups to create their own profiles and book group volunteer opportunities with flexibility and ease.

We will be introducing some newly revised policies and procedures to better support the health and safety of our volunteers, staff and clients. In addition, we will be streamlining procedures within our day-to-day operations to support a more sustainable impact on Calgary's most vulnerable who access our programs and services.

Why are we changing?

We have a large volume of volunteers who contact us daily in search of opportunities, our current systems are outdated, and there is significant room for improvement by introducing streamlined technology, allowing our team to focus on building relationships with volunteers.

How does it impact you?

As a group team lead, you will be able to set up your own profile, and connect to the individual profiles within your team. This means your team members will be able to easily manage their individual profiles, sign-up to group events and notify a group team lead should they no longer be able to attend.

What's next?

- Over the next two months, you will receive an email outlining how to sign up as a group team lead online
- Once you complete your profile, you will be able to self-register for group volunteer opportunities
- When you sign up for an opportunity the website will keep you up-to-date with important information about your volunteer opportunity

We only have an hour for lunch; we can't make it there by 11:45 am, does that mean we can't volunteer anymore?

While we value and appreciate that your group volunteered, we do run our Meal Serve program on a very tight schedule. Our kitchen serves hot meals which require plating and serving in a timely

fashion, whether scheduled volunteers arrive on time or not. Our staff may recruit additional volunteers to begin the Meal Serve program in your absence. It is very important that your group be ready to volunteer on time. Consistent failure to arrive on time may result in the inability to volunteer again. We trust you understand and encourage you to share the importance of being on time with all members in your group – thank you!

While arriving on time is essential for all opportunities, the following volunteer opportunities have different arrival and duration times.

- Clothing Room
- Donation Centre
- Kitchen Prep
- Offsite Sandwich Making
- Donation Drive
- Meal Sponsorship

Can my family accompany me for my Meal Service shift I have already been scheduled for?

As of October 1, we will be enforcing our age policy, this means that children under the age of 14 will not be able to participate in meal service, even if you have already scheduled it. If your child is over the age of 14, you can register them online and sign them up to the same shift as you

Please see the question above “why do you have an age policy?” for further explanation and other opportunities where your children can volunteer.

Why do you have an age policy?

The age policy is applied to children at the main DI building. The safety of our volunteers is a priority, these changes have come after a thorough review of best practices, health and safety standards and the changes we are seeing in the community. We are unable to allow those under the age of 14 to volunteer in the main DI building.

There are other opportunities for children under the age of 14 to partner with the DI:

- Donation Centre
- School Presentation
- Donation Drive
- Offsite Sandwich Making

I don't want to sign up online, can I still volunteer?



Due to the large number of volunteers, we will be requiring all current and future volunteers to create a profile on our volunteer website. We will be unable to accept or process any emails, phone calls or drop in requests. All scheduling will be done via the website, so it is essential to have volunteers create a profile online. Please see the question “Why are we changing” for further information.

When can I set up my new profile?

The new system will be rolling out in October 2017, you will receive an email one week before the system is available outlining how to set up your profile. When the new website is live, you will receive a reminder email.

Will you set my profile for me?

Due to the large number of volunteers and the out-of-date information in our current system, we will not be able to assist you to set up your new profile. Not to worry though, we will send a detailed step-by-step guide and a frequently-asked-questions guide, to help you through the process and answer any questions you may have.

I have a reoccurring group booking, is this changing?

We will be honoring all confirmed bookings until December 31, 2017. Once you create your Team Lead profile our Volunteer Resources team will work with you to input your 2017 schedule into the system. At that time, you will receive a link you can share with your group so they are able to create their own individual profiles and sign up for your opportunity. As a Team Lead, you will have the ability to schedule your own 2018 sponsorship and volunteer bookings for your group, this feature will be available in the fall.

Why does my reoccurring group booking expire?

We are fortunate to have an overwhelming amount of support from our community. It is important that we allow opportunities for all Calgarians to give back and develop partnerships with our organization. The periodic renewal of reoccurring opportunities will allow our organization and community partners to reevaluate our relationship and identify more opportunities for us to collaborate and do amazing work together.



Why am I unable to come in when I want to?

We serve over 1,200 people daily, as you can imagine it takes a lot of time and careful administration to keep operations running smoothly and efficiently. We don't take last minute drop ins as we have planned for the day already, but joining our Volunteer website and setting up your own profile, you will be able to see any volunteer opportunities we have in advance.

I have been volunteering at the DI for years, can you make an exception for me?

We value our volunteers so much, however due to the complexity of the DI we are implementing a structured approach to better support our clients, staff and operations. Logistically, we are not able to support special considerations or exceptions to our systems. We have spent considerable time evaluating our operations and volunteer operations to provide a stable, easy-to-follow system ensuring that all stakeholders in this process are supported.



I have an idea for a volunteer opportunity at the DI. What do I do?

We have reviewed the DI's needs around volunteer opportunities, and have created opportunities that fill our needs. If you have a great idea, please send us an email at volunteer@thedi.ca outlining your proposal and plan, how you envision it could be turned into a structured, repeatable, easy to follow process, that could benefit our clients at our emergency shelter. We appreciate all ideas; however we will only be responding to ideas that are in alignment with our vision, mission, values and strategic objectives for the Volunteer Resourcing team.

In 2016, you made a difference at the DI!

- Volunteers prepared and served 1,217,700 meals at the DI
- Volunteers distributed over 110,000 items of clothing to vulnerable Calgarians
- 53% of people seeking shelter at the DI stayed in our shelter one week or less and their lives have been improved because of your generous gifts of time, talent and treasure