

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We have a large volume of volunteers who contact us daily in search of opportunities, our current systems are outdated, and there is significant room for improvement by introducing streamlined technology, allowing our team to focus on building relationships with volunteers.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 volunteer, you will be able to set up your own profile, and connect to opportunities that suit your areas of interest. This means you can manage your own schedule online!

Volunteering with our Meal Serve program is a very rewarding experience, which does not require a Volunteer Orientation. If you are looking for other engaging opportunities, register online for a Volunteer Orientation and we will provide you with next steps on how to become more involved.

What's next?

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

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 already have a regular shift; do I have to create a profile and sign up for it online?

Yes, all volunteers need to create a profile online. We will be honoring all confirmed bookings until December 31, 2017. Once you create your profile our Volunteer Resources team will work with you to input your 2017 schedule into the system. As a volunteer, you will have the ability to schedule your own 2018 sponsorship and volunteer bookings, this feature will be available in the fall.

I have already completed a Volunteer Orientation & FOIP online training?

After you have signed up for your online profile please send us an email at volunteer@thedi.ca and we will confirm with our historic records that you have completed the orientation & FOIP. At this time, we will update your profile for you and you will be able to continue to sign up for volunteer opportunities. If we cannot find historical confirmation of your completion, we will request that you complete FOIP and orientation. We can appreciate that you may have volunteered for a number of years, however as of October 1, 2017 we are unable to schedule volunteers without record of completion.

Why can't I just 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 can't make it there by the start time for a shift; so does that mean we can't volunteer anymore?

While we value and appreciate that you volunteer, we do run on a very tight schedule. For example, our kitchen serves hot meals which require plating and serving in a timely fashion, whether scheduled volunteers arrive on time or not. It is very important that you be ready to volunteer on time. Consistent failure to arrive on time may result in the inability to volunteer again. We trust you understand the importance of being on time – 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/friends accompany me for my Meal Service shift I have already been scheduled for?

Yes, but first you must cancel your individual scheduled shift and sign up for a group opportunity. 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 below “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've signed up to Meal Serve, but I am interested in other opportunities. How do I find them?

Volunteering with our Meal Serve program is a very rewarding experience, which does not require a Volunteer Orientation. If you are looking for other engaging opportunities, register online for a Volunteer Orientation and we will provide you with next steps on how to become more involved.

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.

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.

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

