



## Volunteering Policy

Approved by Board of Directors: October 10<sup>th</sup>, 2014

### Objectives

The purpose of this Policy is to provide volunteering guidelines and updates for the Canadian Association of Professional Immigration Consultants (CAPIC-ACCPI). The goal is to develop a fundamental volunteering policy which will create a prosperous environment for all those who wish to participate in CAPIC activities. Members are highly encouraged to contribute to the common goals that the association shares with all Canadian Immigration Consultants. As a result, CAPIC provides ample opportunities for members to volunteer in the association's different areas such as Lobbying and Policy, Event Organisation or any other particular area in which members have expressed an interest.

CAPIC- ACCPI recognizes the value of a diverse volunteer force and recruits volunteers irrespective of their race, ethnicity, gender, and sexual orientation.

The following volunteering policy shall be comprised of the following sub-sections: Conflict of interest and Confidentiality, the Selection Criteria and Volunteers Responsibilities.

## Protocol for Volunteering

### 1. Conflict of interest and Confidentiality

The most crucial aspect to selecting the appropriate CAPIC volunteers is ensuring that there is no conflict of interest present and that the terms of confidentiality are understood and volunteers abide by the Conflict of interest Policy at all times. In order to ensure that conflict of interest will be avoided, CAPIC will ask its volunteers to sign the *"Non-Disclosure, Confidentiality and Conflict of Interest Agreement"* and the *"Conflict of Interest Policy Acknowledgement and Disclosure Form"* prior to beginning their volunteering activities. Should any violation occur, CAPIC reserves the right to pursue such a case in justice, if it deems necessary.

### 2. Agreement to non-remuneration

All CAPIC volunteers, except where CAPIC By-Laws permit, must agree to forgo remuneration. As a general rule, volunteers should avoid paying for CAPIC expenses. Nevertheless, should the volunteers accrue any expenditures while volunteering for the organization, they can be reimbursed as per CAPIC's Expense Policy.

### 3. Volunteering Streams and Selection Criteria

i) Volunteering at CAPIC can be done through three different streams. Firstly, the volunteers are active CAPIC members as defined by CAPIC By-Laws. They may become actively involved in the following areas: Lobbying and Policy, Education and Event Organisation.



ii) Alternatively, volunteers can also include Cooperative Education Students whose work is more administrative in nature and who tend to help with general labour at NHQ. As a result, Cooperative Education students are not required to have an education background in the immigration industry, nor a member of the Association.

iii) Lastly, members who wish to volunteer as a Board member (Chapter or National) must follow the election protocol nomination as prescribed in CAPIC By-laws (section 2.6).

#### 4. Safety Procedures

Volunteers who wish to help the association with seminars and events shall be instructed, for their own safety, to observe all safety practices as normally required in a workplace as required by the Ministry of Labour. While CAPIC staff members are insured by workers insurance, volunteers do not receive employment insurance on behalf of the association.

## Recognition of volunteers and their achievements

CAPIC recognizes and celebrates the significant role that volunteers play in the association, and takes formal and informal opportunities to celebrate the role of volunteers and their positive impact upon immigration consultancy industry.

### 1. Awards

The national Annual General Meeting (AGM) is the largest CAPIC ceremony where volunteers' efforts are recognized formally. The National Awards includes all of the following awards, while the Chapter awards solely consist of the *Service Award*.

#### 1.1. Selection Criteria

The selection criteria for the awards vary, and they are as follows:

- 1.1.1. Lifetime Achievement award - The lifetime achievement award is granted to an individual for their outstanding vision, leadership, dedication and commitment to excellence.
- 1.1.2. Leadership Award - Presented to an existing Board Member for their outstanding vision, courage, leadership, and dedication & commitment in service to the association, members and profession.
- 1.1.3. Pillar Award - Presented for leadership in building and strengthening one of CAPIC's pillars.
- 1.1.4. Service Award - The Service Award is awarded to an individual in appreciation for the contribution and the service provided to the association and its members.
- 1.1.5. Shepherd's Award - Granted to a National Director who is a member of the Executive Committee demonstrating leadership, courage, commitment and dedication in service to Members and the profession.



- 1.1.6. Shepherd's Award (Director Services) - Granted to a National Director demonstrating leadership, courage, commitment and dedication in service to Members and the profession.
- 1.1.7. Director Service - The Director Service Award is awarded to an individual in appreciation for the contribution and the service provided to the association and its members.
- 1.1.8. Member Services - Granted to Volunteers who have the most significant contribution to National events
- 1.1.9. Service Awards – Awarded to Chapter volunteers who have made significant contribution to Chapter events

## 1.2. Nomination Process

CAPIC issues these awards on a yearly basis at the Annual General Members Meeting (AGM). The nomination process starts 3 months prior to this event and solicits from Chapter and National Boards. The Governance Committee is responsible for soliciting, reviewing nominations, ensuring qualifications are met and making a recommendation of the most appropriate candidates to the Board. The secretary shall be responsible for providing a list of nominees to the National Board for approval.

Chapter Services Awards adopts the same nomination process but it is managed by the Chapter Executive Committee with the Chapter Secretary overseeing the process. Nominations are submitted by local chapters and approved by respective Chapter Executive Boards.

## 2. Seminar Special Offer

- 2.1. **Chapter Seminars** - CAPIC volunteers play pivotal roles in organizing seminars and events. As a token of gratitude, chapter executives will pay at the discounted student rate for their chapter seminars and event. This policy applies to the local chapter seminars the volunteer belongs to and does not apply to the National Education Conference.
- 2.2. **National Education Conference** - In addition to chapter executives, volunteers who do not carry any official positions in the National Board or Chapter Executive Board often make significant contribution to the success of chapter seminars and events. As a token of gratitude CAPIC will offer 2 seats at student admission rate to each chapter, to be nominated by the Chapter President and the Chapter Executive for Education.

The volunteer to be nominated should meet the following criteria:

- 2.2.1. They are not a member of the Chapter Executive board;
- 2.2.2. They have made significant contribution to chapter seminar either in terms of the number of hours contributed to CAPIC events or in efforts made to make seminars/events successful;
- 2.2.3. They are interested in attending the NEC and be part of the volunteer team



### **3. Volunteer Rights and Responsibilities**

While volunteering for CAPIC, volunteers must recall at all times that they are representing the association. Therefore, they must act in the best interest of the Association and in compliance with all CAPIC policies, By-laws, values and principles. CAPIC provides all volunteers with a list of their responsibilities and volunteers are expected to perform their duties in a highly professional manner and observe best practices in corporate governance.