



VOLUNTEER POLICY
Based on the provisions of CAPIC By-law and Board Policies
AMENDED BY THE BOARD OF DIRECTORS ON FEBRUARY 2, 2023

Preamble

1. In keeping with the Mission, Vision, and Values, CAPIC recognizes and values the positive contribution that its members make while volunteering in CAPIC programs, events, and committees. The achievement of the goals of CAPIC is best served by the participation of its members. To this end, CAPIC accepts and encourages the involvement of volunteers at all levels in the organization and within all appropriate programs and activities. All staff and board members are encouraged to assist in the recruitment of volunteers from the community.
2. The purpose of this Policy is to supplement the CAPIC By-law and provide overall guidance and direction to management and members in respect to volunteer involvement, recognition of volunteers, and management of volunteers. 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. If there is any inconsistency between the Policy and the By-law, the By-law governs.
3. Unless specifically stated, this Policy applies to all volunteers in all programs and projects undertaken by or on behalf of CAPIC and to all departments and sites of operation of the organization.

Definition of “Volunteer”

4. A Volunteer must be a CAPIC member who has explicitly enrolled and been officially accepted by CAPIC to act in the capacity prior to performing the task. A volunteer may be an elected Director of the Board or a member offering services to help CAPIC achieve its goals.
5. A Volunteer, except where By-law permits, shall not receive any compensation from CAPIC beyond reimbursement of expenses incurred while performing a task at the direction of and on behalf of the organization.

Volunteer Rights and Responsibilities

6. CAPIC recognizes the value of a diverse volunteer force and recruits volunteers irrespective of their race, ethnicity, gender, or sexual orientation.
7. CAPIC volunteers must act in the best interest of the association and in compliance with all CAPIC policies, By-law, values, and principles. Volunteers are expected to perform their duties in a highly professional manner and observe best practices in corporate governance.



8. Volunteers shall be in full compliance with CAPIC's Conflict of Interest Policy and submit a Declaration of Conflict of Interest before providing any volunteering services.
9. Volunteers acknowledge that they may obtain confidential and proprietary information while volunteering for CAPIC. Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, and if they decide to leave, regardless of whether this information involves a single member of the staff, volunteer, client, other person, or the overall business of the organization.
10. Volunteers shall be extended the right to be given meaningful assignments, the right to effective supervision, the right to be treated as equal co-workers, and the right to be recognized for work done. Volunteers may be involved in all programs and activities of the organization. The service terms of volunteers elected by members to the Board or appointed by the Board are determined by CAPIC By-law and board policies. Other volunteers who serve on temporary projects or assignments must recognize the temporary nature of their service and CAPIC has the right to terminate or make changes to their volunteer assignment whenever deemed necessary.
11. CAPIC 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

12. CAPIC recognizes and celebrates the significant role that volunteers play in the association, and celebrates their positive impact on the immigration consultancy industry at an annual volunteer recognition event.
13. The Board of Directors shall determine the date of the event no later than its first meeting of the year.
14. The Governance and Nominations Committee is responsible for soliciting, reviewing nominations, ensuring qualifications are met, and making a recommendation of the most appropriate candidates to the Board of Directors. The Governance and Nominations Committee shall present the final recommendations for award recipients at least 60 days prior to the volunteer recognition event.
15. For the purpose of considering granting awards, the service period of the volunteer starts from the day after the Annual General Meeting held in the previous year.
16. Nominations of awards shall be submitted to the Governance and Nominations Committee at least 90 days before the annual volunteer recognition event.



Awards and Recognitions

17. **Director's Award** is granted to a member of CAPIC Board of Directors who has served a full term as defined by CAPIC By-law, in appreciation for the contribution and the service provided to the association and its members.

18. **Member Services Award – Contribution to National Citizenship and Immigration Conference:**

Upon the conclusion of the National Citizenship and Immigration Conference (NCIC), the NCIC sub-committee shall nominate all contributors to the NCIC to recognize members who have contributed to the national conference.

19. **Shepherd's Award** is granted to a member who served in the Board of Directors demonstrating leadership, courage, commitment, and dedication in service to members and the profession. Nominations shall be submitted by members of the Board at least 90 days before the volunteer recognition event. A Shepherd's Award recipient is a Director who has made positive impact on CAPIC's strategic plan. Namely, the Director:

- a. Is a strategic thinker and makes significant contribution that enhances CAPIC's Mission and Vision
- b. Leads CAPIC demonstrating CAPIC Values as described in CAPIC's Strategic Foundation

20. **Member Services Award – IMMeForum Leadership**

- a. A Member Services Award for IMMeForum Leadership is issued to a member who made a significant contribution to the IMMeForum showing leadership in sharing information on the IMMeForum platform.
- b. Nominations of this award is solicited from the IMMeForum user community.
- c. Ten (10) members who have received the highest number of nominations will be short-listed and presented to members for voting. The Award is issued to five (5) nominees who receive the highest number of votes.

21. **Leadership Award and Pillar Award**

- a. Nominations shall be submitted by members at least 90 days prior to the annual recognition event.
- b. The Governance and Nominations Committee shall shortlist five (5) nominees for each category at least 75 days prior to the annual recognition event.
- c. Board committee members and directors shall award scores to each shortlisted nominee according to the attributes required for this award. The member who receives the highest total score will be issued the award accordingly.
- d. The Leadership Award shall be granted to the member who receives the highest score in the following attributes:
 - i. Outstanding Vision – the member sees a better/different way of doing things and creates new approaches and strategies



- towards achieving objectives; shares vision in ways that build interest and equal enthusiasm in others;
 - ii. Courage – positive attitude, energy, resilience and stamina;
 - iii. Commitment in service to CAPIC and its members – shows energetic enthusiasm, perseverance and accountability in services; recognizes the contribution of fellow members; enhance team work by sharing knowledge and skill
- e. Pillar Award - Presented to members who demonstrate leadership in building and strengthening one of CAPIC's pillars of Education, Lobbying, Information, and Recognition. The member receiving a Pillar Award is a member who
- i. goes above and beyond in serving and advocating for members in support of the CAPIC Pillar;
 - ii. Is knowledgeable in the work of the Pillar he/she is nominated
 - iii. Communicates clearly and respectfully in building a CAPIC Pillar
 - iv. Is well organized and responsive to member needs in the Pillar
22. **The Lifetime Achievement Award** recognizes a member who, during the member's career in the immigration consulting profession, have demonstrated outstanding vision, leadership, dedication, and commitment to excellence to the immigration consulting profession. The Board of Directors shall review nominations from the Governance and Nomination Committee and accept nominations for the Lifetime Achievement Award every year. The award will be issued upon the approval of the Board.
23. As a token of gratitude and recognition for volunteer services, CAPIC shall offer discounted membership or seminar admission rates to Board Committee Members.



Appendix A: Shepherd's Award Nomination Form

CAPIC Shepherd's Award Nomination Form

TO: Governance and Nomination Committee

From: _____ (Print Name) _____ (CAPIC ID)

Name of Nominee: _____

I hereby nominate the above noted CAPIC Director for the Shepherd Award, having met the requirements of this award as per section 20 of the Volunteer Policy.

To further support this nomination, I hereby provide explanations and examples of how this nominee has demonstrated leadership, courage, commitment, and dedication in service to members and the profession.

I. Examples that show the Nominee is a strategic thinker and makes significant contribution that enhances CAPIC Mission and Vision:

II. Examples that the Nominee leads CAPIC demonstrating CAPIC Values as described in CAPIC's Strategic Foundation

I understand that the above noted nomination will be reviewed by the Governance and Nomination Committee and only the nominee with the highest vote will receive the award.

Signature & Date: _____



Appendix B: Leadership Award Nomination

CAPIC Leadership Award Nomination Form

TO: Governance and Nomination Committee

From: _____ (Print
Name) _____ (CAPIC ID)

Name of Nominee: _____

Tel & Email address of the Nominee:

I hereby nominate the above noted CAPIC Member for the Leadership Award. To further support this nomination, I hereby provide explanations and examples to each criterion showing how this nominee has met the requirements of section 22(d) of the Volunteer Policy.

- i. Outstanding Vision – the member sees a better/different way of doing things and creates new approaches and strategies towards achieving objectives; shares vision in ways that build interest and equal enthusiasm in others (30%)

- ii. Courage – positive attitude, energy, resilience and stamina; (30%)

- iii. Commitment in service to CAPIC and its members – shows energetic enthusiasm, perseverance and accountability in services; recognizes the contribution of fellow members; enhance team work by sharing knowledge and skill (30%)

I understand that the above noted nomination will be reviewed by the Governance and Nomination Committee and only the nominee with the highest vote will receive the award.

Signature & Date: _____



Appendix C: Pillar Award Nomination Form

CAPIC Pillar Award Nomination Form

TO: Governance and Nomination Committee

From: _____ (Print Name) _____ (CAPIC ID)

Name of Nominee: _____

Tel & Email address of the Nominee:

I hereby nominate the above noted CAPIC member for the Pillar Award (select one):

- Education Information Lobbying Recognition

To further support this nomination, I hereby provide explanations and examples of how this nominee meets the requirements of section 22(e) of the Volunteer Policy.

- i. The Member goes above and beyond in serving and advocating for members in support of the CAPIC Pillar;
- ii. The member is knowledgeable in the work of the Pillar he/she is nominated
- iii. The member communicates clearly and respectfully in building the CAPIC Pillar he/she is nominated
- iv. The member is well organized and responsive to member needs in the Pillar

I understand that the above noted nomination will be reviewed by the Governance and Nomination Committee and only the nominee approved by the Board of Directors will be issued the Award.

Signature & Date: _____



Appendix D: Lifetime Achievement Award

CAPIC Lifetime Achievement Award Nomination Form

TO: Governance and Nomination Committee

From: _____ (Print
Name) _____ (CAPIC ID)

Name of Nominee: _____

Tel & Email address of the Nominee:

I hereby nominate the above noted CAPIC Member for the Lifetime Achievement Award. During this member's lifetime, the member has demonstrated outstanding vision, leadership, dedication, and commitment to excellence to the immigration consulting profession.

To further support this nomination, I hereby provide explanations and examples showing how this nominee has met the requirements of section 24 of the Volunteer Policy.

The Nominee has been in the Immigration Consulting Profession for _____
(number of years)

During the Nominee's lifetime, he/she has taken up the following leadership roles:

The Nominee's achievements demonstrating his/her outstanding vision:

Examples showing his excellence in leadership:

Examples showing his/her dedication and commitment to excellence to the immigration consulting profession

I understand that the above noted nomination will be reviewed by the Governance and Nomination Committee and only the nominee approved by the Board of Directors will be issued the Award.

Signature & Date: _____s