



VOLUNTEER HANDBOOK

Community Care of West Niagara

Special Thank You to Volunteer Canada for its In-Kind Support



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ABOUT COMMUNITY CARE OF WEST NIAGARA

Community Care of West Niagara is a registered charitable not-for-profit organization that has been serving the communities of Lincoln and surrounding area since 1967. We are a volunteer driven organization that relies heavily on our community for donations of goods, including food and clothing, as well as financial donations.

The people served by Community Care of West Niagara come from all walks of life and have experienced financial difficulties due to job loss, illness or other hardships. They are able to obtain food, clothing and emergency assistance which is provided in a caring and confidential manner.

Vision: “Growing our Community Beyond Hunger”.

Mission Statement: We exist to provide essential services and support to families and individuals in Lincoln who are facing economic hardship. Our goal is to bridge the journey of our vulnerable as they strive to restore balance and self-sufficiency.

Values and Guiding Principles:

- Deliver Impact through Compassion Service.
- Embrace and Drive Change with Integrity.
- Be Relevant and Respectful.
- Foster Community Resilience and Nurture Hope.

Operations:

Beamsville Office:	4309 Central Avenue
Vineland Office:	3831 Victoria Avenue
Lincoln Warehouse:	3763 Quarry Road
Bottle Recycling:	Variable depending on gifted space, please ask a staff member

WHO DO WE HELP?

We serve all residents in the Town of Lincoln (Beamsville, Campden, Jordan, Rockway, Tintern and Vineland):

- who are experiencing financial difficulties due to job loss, illness or other hardships,
- who are not able to provide all basic necessities (i.e., food, clothing and shelter).

Who qualifies for the programs/services offered?

- low-income individuals and families facing housing insecurity
- individuals or families that are food insecure
- people that have precarious employment
- single-income households
- seniors receiving government assistance (CPP, OAS, GIS)

OUR PROGRAMS

Food assistance available on a monthly basis

Free Shelf access once a week

Eviction Prevention (requires Client Registration)

Information and Referrals

Birthday Room

Clothing Room

Holiday Hampers

Christmas Angels

Income Tax Preparation

Town of Lincoln Summer Camp

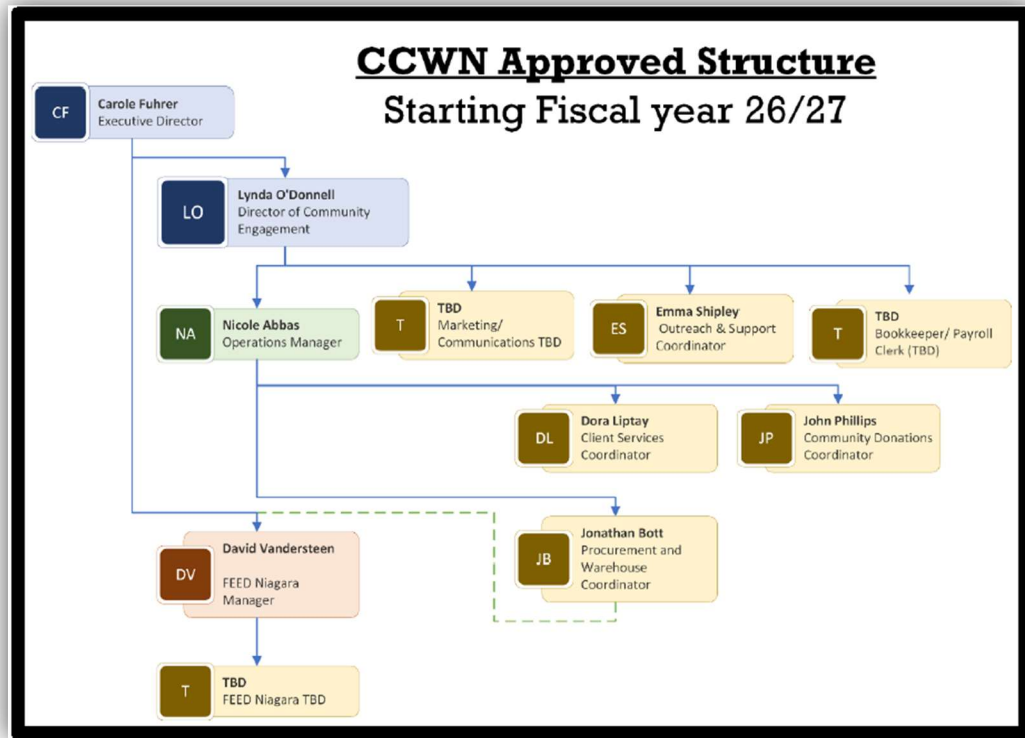
OUR EVENTS

- Annual Fundraiser – Every Bowl Full – May
- Annual Beamsville and District Lions Food Drive – September
- Debbie Ecker Memorial Christmas Fundraiser, An Evening of Giving Back – December
- Miracle in Lincoln – December

WHERE DOES OUR FUNDING COME FROM?

- Community Donors
- Community Grants
- Special events and fundraising
- Social enterprise opportunities

CCWN Organizational Chart



The Board of Directors are volunteers in governance positions from the community who assist with direction, policies and procedures.

Executive Director is responsible for overseeing the administration, programs and strategic plan of the organization.

Community Donors are the people who provide support, either financially, give of their time or donate food.

Staff work for the organization. Their duty is to ensure that the day-to-day activities run efficiently.

Volunteers are individuals who give their time and energy to ensure that CCWN's mission and values are met.

VOLUNTEER PROGRAM

GUIDING PRINCIPLES FOR VOLUNTEER INVOLVEMENT

Guiding principles keep relationships balanced between organizations and their volunteers by ensuring they are reciprocal. They also help to ensure a commitment to developing and supporting volunteer involvement that benefits both the organization and the volunteer(s).

Volunteer involvement is fundamental to a healthy and democratic society in Canada

- It promotes civic engagement and active participation in shaping the society we want.
- It encourages everyone to play a role and contribute to the quality of life in communities.

Volunteer involvement is vital for strong and connected communities

- It promotes change and development through the collective efforts of those who know the community best.
- It identifies and supports local strengths and assets to respond to community challenges while strengthening the social fabric.

Volunteer involvement builds the capacity of organizations

- It provides organizations with the skills, talents and perspectives that are essential to their relevance, vitality and sustainability.
- It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics and needs of their communities.

Volunteer involvement is personal

- It promotes a sense of belonging and general wellbeing.
- It provides the opportunity for individuals to engage according to their personal preferences, interests, skills and motivations.

Volunteering is about building relationships

- It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagement.
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to connect with and contribute to building community.

Volunteers have rights.

CCWN recognizes that volunteers are a vital human resource and will commit the appropriate infrastructure to support volunteer involvement.

- The organization's practices ensure effective volunteer involvement.
- The organization provides a safe and supportive environment for volunteers.

Volunteers have responsibilities.

Volunteers make a commitment and are accountable to the organization.

- Volunteers will act with respect for the cause, the stakeholders, the organization and the community.
- Volunteers carry out their involvement responsibly and with integrity.

VOLUNTEERS CAN EXPECT TO:

- be given a clear idea of tasks and responsibilities within CCWN
- be given the name of the Designated Staff member within CCWN who will look after volunteer interests, and will offer volunteers appropriate support and supervision on a regular basis
- be assured that any information shared with CCWN is kept confidential
- be given the same protection under health and safety regulations and public liability as paid employees
- be offered opportunities for training and skills development appropriate for the voluntary tasks involved
- be recognized for their hard work and dedication to CCWN
- not be exploited, volunteers will not:
 - be used to replace employees
 - have unfair demands made on their time
 - be asked to do something which is against their principles or beliefs

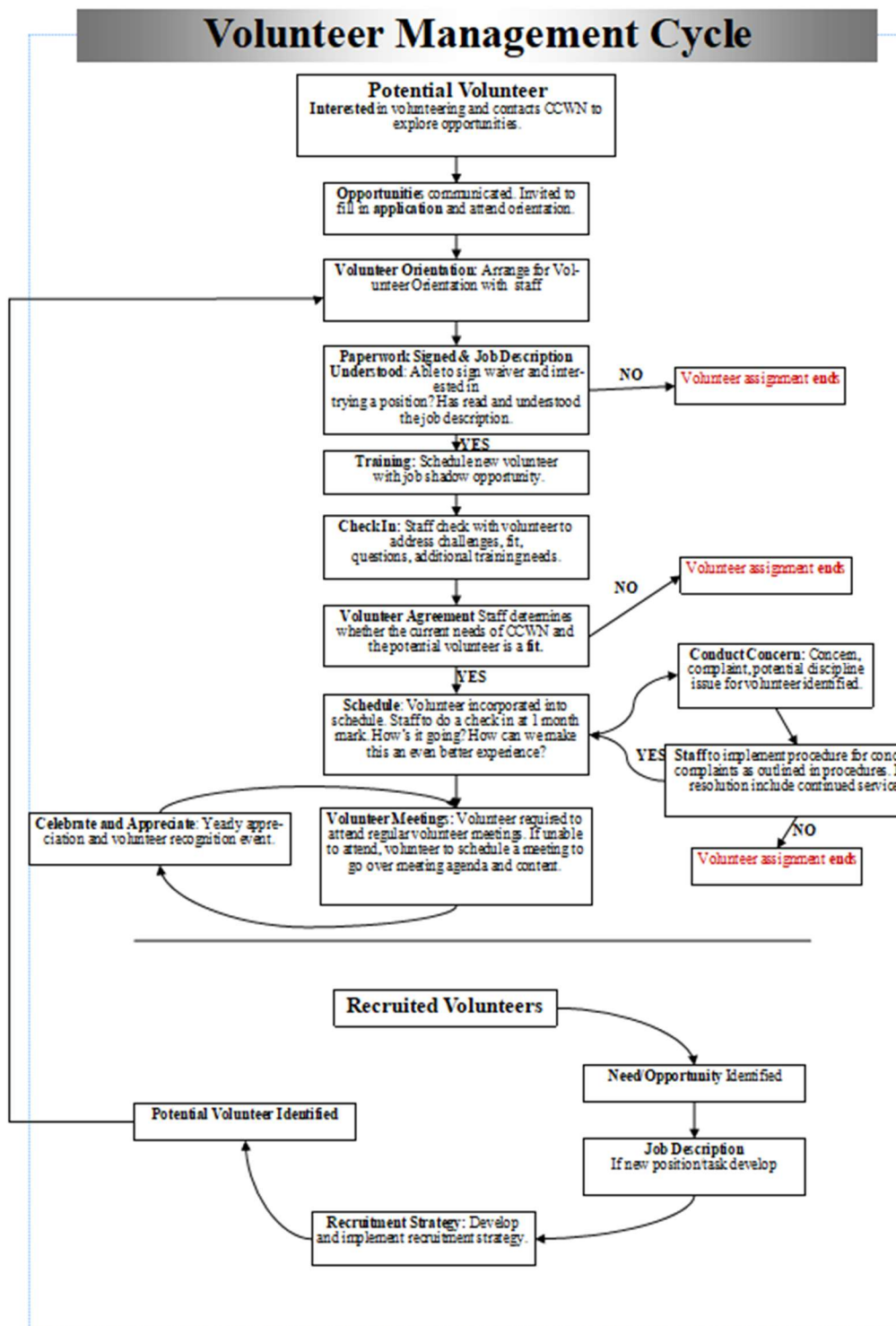


Figure 1: An example of general flow, there may be changes depending on need and circumstance.

POLICIES AND PROCEDURES

All volunteers registered with Community Care of West Niagara who volunteer on a full-time, part-time, long-term or short-term basis must read applicable Policies & Procedures and attest upon completion. A review of policies will occur annually.

GENERAL PROCEDURES

Schedules and Sign In

1. Sign in and out on volunteer sheets. These sheets will be collected each week so volunteer hours can be recorded and hours can be totaled.
 - It is important to do this so that we know who is in the building, and complying with fire procedures.
 - It is also important for us to keep track of volunteer hours.
 - It shows the community and donors how much the agency is powered by volunteers.
2. Complete volunteer hours as scheduled. If volunteers are unable to work as designated, contact the office 24-48 hours before volunteer shift, unless there is a family emergency.
3. Please share volunteer absences as far in advance as possible. Inform staff of any upcoming holidays and so that it can be marked on the schedule. Volunteers will work with a designated Staff member to decide on which days volunteers would like to come in, as well as the length of each shift.
4. Please sign out prior to leaving.
5. If a volunteer meeting is called, please attend as this is an excellent opportunity to stay informed about any changes or upcoming events as well as an opportunity to meet other volunteers.
6. Check the volunteer communication binder for information, upcoming events, and tasks that may need to be accomplished.
7. Make sure volunteer work area is clean and tidy when volunteer's shift is over.
8. If there are any questions, concerns, or suggestions please speak to the designated Staff member.
9. Regularly scheduled volunteers will have their performance reviewed annually. Volunteers will also be encouraged to provide feedback on their performance by the designated Staff member.

VOLUNTEER MEETINGS

As a means to ensure all volunteers are properly trained, oriented, informed and up to date on any recent policy changes, staff will hold regularly scheduled volunteer meetings throughout the year.

If there is a large increase in volunteer sign-ups, staff are encouraged to hold one large orientation meeting with new sign-ups.

It is expected that volunteers attend any scheduled volunteer meetings and any other training meetings that are required. If a volunteer is unable to attend a required meeting, an alternative date must be scheduled between the volunteer and the designated Staff member to discuss the content of the meeting missed.

DRESS CODE

Volunteers are expected to present a 'work-place' appearance that is appropriate to their tasks and reflects a positive, professional image on behalf of Community Care of West Niagara. Radical departures from conventional 'work-place' dress and/or personal grooming and hygiene standards are unacceptable. Closed-toed footwear must be worn at all times.

CONFIDENTIALITY AND NON-DISCLOSURE FORMS

From time to time, as a result of their activities, volunteers may have knowledge of confidential information of individuals, groups, agencies, and/or governments in this community. This information is privileged and not to be discussed with persons other than relevant CCWN staff.

Each volunteer will sign non-disclosure or confidentiality agreements as part of the onboarding process, to be renewed annually, usually coordinated with policy reviews etc. If any confidential business of Community Care of West Niagara is disclosed by a volunteer to an outside organization or person, that volunteer may be subject to dismissal.

VOLUNTEER POSITIONS

The following position outlines are not exhaustive of all the duties of each role. The intention is to outline information for volunteers to understand the purpose and necessity of the scope.

Title	WAREHOUSE/INVENTORY
Summary	In this role, volunteers will be responsible for various duties that contribute to effective warehouse operations. In addition to this, volunteers will have direct client and donor interface answering the back door.
Duties	• Food sorting • Accept incoming donations (in-kind and financial) • Garbage disposal • Check for damage, expiry dates, unusual food items, recalled items • Shelf stocking • Inform staff when a product is low • Assist clients and donors at back door • Weigh donations and on weight sheets • Maintain walk-in fridge and freezer • Accept donations from CFAB and place donations in freezer in an accessible manner • Mark perishable items with the date received • Repackage bulk items when necessary • Weigh donations
Requirements	Must be able to lift a minimum of 40lbs.
Training & Supervision	Volunteers will shadow current volunteers in this position to learn the procedures. Any questions regarding the role are to be directed to a staff member. Majority of tasks will be done with the help of other volunteers and/or staff.
Evaluation	Volunteers in this role will be evaluated based on: • Time efficiency • Ability to communicate with staff and volunteers • Ability to assist clients and donors • Relationship with staff, clients, and other volunteers • Punctuality
Time Commitment	When available during CCWN's operating hours: Monday-Friday 8:30am-4:30pm.

Title	FOOD ROOM
Summary	In this role, volunteers will be responsible for various duties that contribute to the success of the Food Room and offering clients a pleasant experience. Volunteers will have direct client interface as volunteers help individuals and families shop and fulfill their needs.
Duties	• Food Room shelf stocking – Keeping older stock to the front • Assist clients with finding food room items • Ensure clients adhere to the points system • Pack client food orders for them, and adhere to the points system • Properly label and store food orders that are being picked up or delivered • Replenish bag stock as needed • Check fresh produce daily and dispose of any spoilage • Identify Free Shelf items and set aside • Check out clients and count points • Maintain client confidentiality
Requirements	Must be able to lift a minimum of 20lbs.
Training & Supervision	Volunteers will be shown food room procedures by the designated Staff member and are encouraged to ask questions as needed. Majority of tasks will be done independently.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	When available during CCWN's Food Room operating hours: Tuesday: 9am - 3pm, Wednesday: 9am - 3pm, Thursday: 9am - 3pm, Friday: 9am - 12pm

Title	OFFICE/ADMINISTRATIVE WORK
Summary	In this role, volunteers will be responsible for various duties that contribute to the maintenance of client facing operations. Ensuring the phones and emails are answered, assist with document editing/review, and more, are all key components to CCWN's success.
Duties	• Answer the phone and direct caller as needed • Monitor emails for client inquiries, food orders, bulk orders, and more • Edit and review operational documents as needed • Take client food orders over the phone • Assist with program registration as needed • Client outreach • Maintain and collect client information
Requirements	Some office experience and familiarity with programs such as Microsoft Word, Outlook, Excel, OneDrive, and Microsoft Teams.
Training & Supervision	Volunteers will undergo training by the Administrative Coordinator and are encouraged to ask the Client Services Coordinator questions if the Administrative Coordinator is not available. This job is completed independently.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	When available during CCWN's operating hours: Monday-Friday 8:30am-4:30pm.

Title	CLOTHING ROOM
Summary	In this role, volunteers will be responsible for the maintenance, organization and distribution of the clothing in the clothing room. By doing so, volunteers will play a key role in ensuring our clients have access to workable, useable and clean clothing on a regular basis.
Duties	• Sort clothing by style, gender and season • Determine if clothing is wearable or not • Identify clothing that can be donated to other agencies or thrift stores • Ensure clothing racks are stocked • Maintain cleanliness and tidiness of the room • Fold clothing • Assist clients as needed to find items
Training & Supervision	Volunteers will report to the Administrative Coordinator and are to direct questions to this individual as needed. This job can be completed both independently and in group settings.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	When available during CCWN's operating hours: Monday-Friday 8:30am-4:30pm.

Title	VINELAND OFFICE
Summary	In this role, volunteers will be responsible for various duties that contribute to the Vineland Office operations. From food sorting and shelf stocking, to client support and administrative work, this role encompasses various roles into one.
Duties	• Sort through Free Shelf food product • Dispose of any expired foods • Stock shelves • Sort clothing • Recipe searches • Rental searches • Client outreach • Client program registrations • Assist clients as needed • Edit/review operational documents • Webinar searches
Requirements	Some office experience and familiarity with programs such as Microsoft Word, Outlook, Excel, OneDrive, and Microsoft Teams. Ability to lift 40lbs.
Training & Supervision	Volunteers will undergo training by the Outreach and Support Coordinator.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	When available during the Satellite's operating hours: Tuesday-Thursday 1:00pm – 4:30pm

Title	COMMUNITY AMBASSADOR
Summary	In this role, volunteers will act as a spokesperson for CCWN. Volunteers may be asked to attend Churches, local agencies/businesses, and more, to spread awareness of the services offered by CCWN and provide an agency overview to valued stakeholders.
Duties	• Present in front of stakeholder groups • Act professionally as a spokesperson for CCWN • Have a deep knowledge of the services offered at CCWN and be able to answer any questions related to programming and more
Requirements	Comfortable public speaking with a deep knowledge of the agency and/or willingness to learn
Training & Supervision	Volunteers will be given information and trained by the Manager of Community Engagement.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	When the need is identified

Title	BOTTLE RECYCLING
Summary	In this role, volunteers will assist with the preparation and sorting of bottles and other materials for recycling at an off-site location.
Duties	• Follow all applicable “host plant” rules, maintenance rules and safety rules • Sort materials, such as glass bottles, tetra packs, cans, cardboard or plastics, into appropriate categories • Sort and stack bottles, cans and other related materials by colour, size, and composition into approved boxes • Operate skid steer, pallet jacks, etc. to move, load, and relocate product for shipping or to be ready for receiving additional product • Prepare product for shipping, loading trucks with pallet jack, stacking and palletizing cases of bottles on appropriate skids; wrap for safety • Collect waste and recyclable materials and dispose of responsibly
Requirements	Access to vehicle.
Training & Supervision	Volunteers will be given information and trained by the Manager of Community Engagement and/or Warehouse Personnel. These duties will be performed alongside other volunteers and/or staff.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Relationship with staff and other volunteers • Punctuality • Quality of work
Time Commitment	As needed

Title	SPECIAL EVENTS
Summary	In this role, volunteers will provide much needed assistance to CCWN staff in the preparation, set-up, day of activities and clean up procedures that make our special events so successful. Our special events that require a high level of volunteer support include: Annual Lions Food Drive, Every Bowl Full Fundraising Event, Miracle in Lincoln, and the Annual Christmas Hampers and Angels Program.
Duties	• Distribute marketing material • Assist with the printing/sorting/organization of marketing material • Outreach support to local businesses, other volunteers, etc. • Event set up • Event day-of activities (food drive sorting, deliveries, loading and unloading product, registration/sign in procedures, food tent support, and more) • Event take down
Training & Supervision	Volunteers will be directed as needed by staff.
Evaluation	Volunteers in this role will be evaluated based on: • Ability to communicate with staff and volunteers • Ability to assist clients • Relationship with staff, clients, and other volunteers • Punctuality • Quality of work
Time Commitment	Before, during, or after annual community events. Minimum 1 hour commitment.

Emma's updates July 9th, 2026

Carole's updates January 23rd 2026

Emma's update January 2nd 2026

Draft update December 31st 2025