

VOLUNTEER PROGRAM FAQ

Thank you for your interest in our Volunteer Program! Below, find answers to many of the Volunteer Program's most frequently asked questions. Reach out to general@truenorthab.com if you require more information.

FAQ: How do I get started?

Volunteer Program Brochure

We have numerous volunteer opportunities. If you haven't already, check out our volunteer program brochure!

Volunteer Application

Then, complete a volunteer application with your interests, availability, and references.

Please note, due to the nature of our work with survivors of violence, all volunteers must have an approved Criminal Record Check and Child Intervention Check. We can continue the volunteer application if you have applied but have not yet received your records, but you will not be permitted to volunteer at True North or enter the True North residence until your records have been approved & received by True North.

You can apply for a Criminal Record Check at your local police detachment; email your regional Children's Service's office to request a Child Intervention Record Check: cfs.irccalgary@gov.ab.ca.

Interview & References

Next, we'll set up an interview! We can conduct the interview in person or virtually. We'll chat about what led to your interest in volunteering with True North and what kind of vulnerable sector experience you have. Afterwards, we will contact your references.

Orientation

Once you have been approved as a volunteer, orientation begins! We will need your Record Checks at this point in order to continue. Together, we will find a time to introduce you to the True North team and shelter program. Your first visit will include a shelter tour, signing of the Volunteer Confidentiality Agreement, signing of the Volunteer Waiver, and a run-through of our Volunteer Policy & Conduct Manual, as well as the Trauma -Informed Care Toolkit. Please expect this orientation to take about 3 hours to complete.

Scheduling

When orientation is complete, you can get started on your training (if applicable) and we can schedule your volunteer hours!

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FAQ: Do I need any specific training to volunteer?

Yes. At True North, we require all employees and volunteers to complete:

[Access to Information Act \(ATIA\)](#)

Free. The target audience for this course are employees working in public bodies in Alberta. It is also available to any individual who would like to learn more about access to information in Alberta. This course will take approximately 20-30 minutes to complete.

[Protection of Privacy Act \(POPA\)](#)

Free. This course is designed for individuals working in public bodies. After clicking the link, please select the POPA for Public Bodies Course. This course will take approximately 20-30 minutes to complete.

If you would like to volunteer in the Community Baking/Cooking Program, True North also requires you to complete:

[Alberta Food Safety Basis Interactive Course](#)

Free. You will be required to create a free account with AHS in order to access the course. There are 3 sections, and it will take approximately 2 hours to complete.

If you have already completed these training courses, please email or provide a photocopy to the Volunteer Coordinator at the time of your interview.

Your *certifications are yours!* While training requirements can sometimes seem daunting, these certifications benefit your personal work portfolio and may increase job opportunities, skill diversification, and enhanced professional credibility.

True North staff undertake many training courses throughout the year. Dependent on the course and group size, True North volunteers may also have the opportunity to join staff training at no cost and further broaden their professional development. We will share these opportunities with you as they become available!

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FAQ: What is the time commitment?

Interview – approximately 1 hour

Orientation – approximately 3 hours

Training (if required) – approximately 2.5 hours

Volunteer Time – Flexible! Volunteer commitment varies based on the program, our needs, and your availability! Some program support, like toy cleaning, may take 1-2 hours and is available throughout the weekday (9am – 8pm). Other program support, like community baking/cooking, is only available from 9am – 4pm (11:30am – 12:30pm dedicated to cooking lunch meals) and may take up to 3 hours with prep, cooking, and cleanup.

If you are interested in a consistent volunteer schedule (for example: every Wednesdays from 9am-12pm), we can arrange that too.

Your time volunteering with True North (including orientation and training) will be recorded. If you require volunteer hours for school or work, we are happy to offer a signed record of your time!

Please note, the volunteer program is not applicable for Student Practicum requirements.

FAQ: How do I schedule volunteer time?

We ask you to reach out to the Volunteer Coordinator via email with your days of availability at least 1 week in advance. The Volunteer Coordinator will connect with the lead of the program you wish to volunteer with and confirm scheduling dates & times.

You can also reach out to the Volunteer Coordinator through text message; if this is of interest to you, the Volunteer Coordinator will facilitate contact sharing with you upon orientation.

Occasionally, we will call out for volunteer support for a specific event/program: call outs will be completed by the Volunteer Coordinator over email or text message and will be scheduled on a first-call, first serve basis.