

MEMORANDUM OF UNDERSTANDING

Between

St. Albert Community Information & Volunteer Centre (CIVC)

and

(Organization Name)

CIVC...

- Maintains current information as provided by the referral organization on the organization's purpose, programs and volunteer needs.
- Accepts requests for volunteers from Voluntary Sector organizations, as outlined in the CIVC Volunteer Recruitment & Referral Policies.
- Promotes requests for volunteers at CIVC discretion in available media.
- Interviews potential volunteers to ensure appropriate referrals.
- Follows-up with volunteers/referral organizations at regular intervals to determine satisfaction.
- Offers consultation and assistance in volunteer recruitment, supervision, training, recognition, record keeping, management and problem solving.
- Acts as a resource for information on volunteerism.
- Promotes volunteerism, and recognition of volunteers for the valuable contribution to our community.

The Organization...

- Supports the mission of CIVC
- Designates a person to act as the Organization contact, who will be the point of contact for CIVC Volunteer Services.
- Provides CIVC with requests for each volunteer position requiring recruitment assistance.
- Follows up with referred volunteer in a timely manner.
- Ensures appropriate screening procedures based on the organization's needs.
- Provides volunteers with an orientation to the organization, a job description, training, supervision, recognition and evaluation necessary for effective volunteer service and satisfaction.
- Respects the rights of volunteers.
- Promptly notifies CIVC when volunteer request(s) are no longer required.
- Promptly notifies the CIVC of any changes to agency information (mailing address, phone numbers, contact person).
- Provides CIVC statistical and evaluation information on volunteer referrals when requested.

CIVC Director of Volunteer Centre Services

Organization Contact

Date

Date

Please complete and fax to 780-460-1365 or email to volunteer@stalbertcivc.com