



Clothed By Faith

*OUR MISSION IS TO DEMONSTRATE GOD'S LOVE THROUGH THE PROVISION
OF GENTLY USED CLOTHING TO THOSE IN NEED.*

VOLUNTEER APPRECIATION PROGRAM (VAP)

Volunteers are an essential resource for Clothed By Faith (CBF). We rely on an average of 200 volunteers a month and approximately 20,000 volunteer hours a year. Without them, we are unable to fulfill our mission.

At CBF, the selfless commitment and efforts of volunteers is acknowledged and recognized on a regular basis throughout the year through our Volunteer Appreciation Program. This program is an essential part of CBF as it helps us recruit and maintain volunteers and ensures that each individual knows their value both to CBF and the community.

Please see Appendix 1 – CBF Volunteer Handbook.

RECRUITMENT

All information on opportunities, how to register and sign up to volunteer can be found on our website. For individuals who indicate their interest but who do not have access to our website, all information and training videos will be sent to them. All interested parties are offered the opportunity to come tour our facility.

FIRST DAY

The new volunteer is given an induction and orientation by our staff. This orientation includes a tour of our facility and safety orientation.

ONGOING APPRECIATION (THROUGHOUT THE YEAR):

- Periodic giveaways – drawings for volunteers to enter from time to time to win a nominal gift.
- Annual Volunteer Appreciation Party. Major volunteer milestones to be recognized and awarded at the Volunteer Appreciation Party, OR Annual Volunteer Appreciation Week. Lunches provided and door prizes. Volunteers should be recognized and awarded at the Volunteer Appreciation Party.
- Snacks, drinks and treats always available.
- Token gifts on major holidays (Valentines / Easter and Thanksgiving or Christmas).
- Ensure all volunteers are communicated with on a regular basis, via e-mail and the volunteer newsletter.
- Staff to thank volunteer one-on-one on an ongoing basis.



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VOLUNTEER FEEDBACK:

- Volunteer questionnaire sent out on first anniversary; follow up as appropriate.
- At least once a year, send out volunteer survey. This is to be used as a SWOT analysis.
- Any issues identified are to be resolved and new ideas to be implemented.
- Email all volunteers the results of the survey and outcomes.

VOLUNTEER EXPECTATIONS FROM CBF

CBF recognizes our volunteers come from all walks of life and arrive with different expectations, motives, skill sets and abilities. Our volunteers can expect that CBF will strive to accommodate these differences by establishing an environment of love, sympathetic working relationships and professional conduct. We will provide coaching and encouragement in the performance of your work and we welcome your suggestions on how we can continue to improve. Should differences of opinion or interpersonal conflicts arise, a procedure is available for you to raise this with CBF leadership.

CBF EXPECTATIONS FROM VOLUNTEERS

CBF expects our volunteers to apply CBF values of providing a faith based service and demonstrating;

Integrity – in our communications with each other, we assume best intentions and value listening, inquiry and compassionate, honest candor.

Quality of service – we strive to provide the highest quality standards of service with care and sympathy.

Openness to constructive feedback – willingness to accept and act on feedback intended to ensure we meet the mutual expectations of each other and the mission of CBF.

We expect our volunteers to work diligently and be sympathetic, tolerant, compassionate and helpful to all the other volunteers, clients, partners and staff.