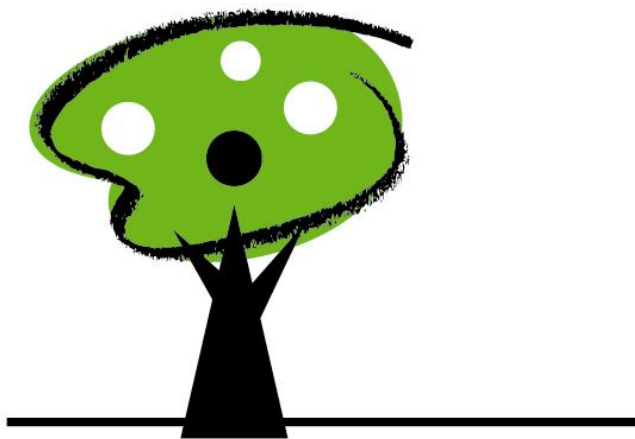


# Integra Volunteer Handbook



**I N T E G R A**

Improving the Lives of Children &  
Youth with Learning Disabilities

July 2010

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<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: General Information</b>	<b>TITLE: Welcome to Integra</b>

## *Welcome to Integra*

Thank you for your interest in volunteering at Integra. This Volunteer Handbook is intended to be a helpful resource with information about Integra and about the programs and services that you may be interested in helping out with.

### *What is Integra?*

Integra is an accredited children's mental health agency that specializes in treating the social/emotional and mental health needs of children and youth with learning disabilities and their families. A leader in the field of learning disabilities and children's mental health, Integra offers innovative clinical services including individual, group and family therapy, a residential summer camp, community consultation and professional training, and research.

Founded in 1967, Integra was incorporated in Ontario as a non-share capital corporation and is a registered charity. A fifteen member Board of Directors is responsible for its overall operation and direction. Integra is funded primarily by the Ontario Ministry of Community and Social Services/Ministry of Children and Youth Services through the Toronto Regional Office, Children's Services Division.

### *What is the Volunteer Program?*

Integra values the support from volunteers to enrich the service provided at Integra and to provide opportunities for volunteers to gain skills and a greater understanding of the mental health needs of children/youth with learning disabilities to promote community awareness.

Integra promotes the use of volunteers in a variety of roles at Integra, ranging from assisting with direct clinical service to helping to support the infrastructure by means of administrative support or fundraising. Opportunities to volunteer at Integra vary depending on the time of year or the needs of the particular department. We try to match Integra needs with volunteer interests, skills and abilities. Individuals interested in volunteering with a particular program or department should contact the senior manager responsible for that program for more information or to arrange an initial interview.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: General Information</b>	<b>TITLE: Integra's Philosophy of Care</b>

### *What is Integra's philosophy of care?*

Learning disabilities (LD) are life-long neurobiological disorders that affect a range of processing difficulties (Learning Disabilities Association of Canada, 2005). The ways in which children and youth take in, organize, remember, and retrieve information have important consequences for how they navigate their world, their mental health, and their functioning in all aspects of daily life, including peer and family relations and school. For example, processing difficulties can affect a child's ability to attend to and make sense of social cues, to problem-solve or cope with emotions or thoughts; and shift and implement more adaptive strategies. Not surprisingly, a significant number of children and youth with learning disabilities experience social, emotional and/or behavioural problems. The relationship between learning disabilities and psychosocial problems is complex, reflecting biological, psychological and sociological factors. Effective assistance for children and youth with LD requires a grasp of the complex relationship among these factors. In order to achieve this understanding, we believe in a multidisciplinary approach to assessment and treatment planning.

It is our belief that intervention must be based on the specific and holistic needs identified by children, youth, and families. Discovering the strengths that children, youth and families can use to address problems is equally essential. We believe in a partnership with children, youth and families in developing and implementing plans for treatment.

It is our belief that wide-spread understanding of learning disabilities will contribute to healthier community environments for children and families.

We believe in making Integra's services accessible to those in need of them. We also strive to facilitate access to other services as required. We value the building of strong community networks that foster coordination and cooperation among service providers. We support and promote the growth of healthy community environments and the prevention and reduction of dysfunction. We believe that fostering a wide-spread understanding of learning disabilities will contribute to these goals. We incorporate accountability to provide quality service into our endeavors.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: General Information</b>	<b>TITLE: Our Clients and Staff</b>

### *Whom do we serve?*

Integra provides information, advocacy and therapeutic support for children and youth between the ages of 8-18 years and their families. These children and youth have had a recent psychological assessment that specifies a diagnosed learning disability and average or above average cognitive reasoning.

### *Who are our staff?*

Integra has a small but dedicated staff of an Intake worker, Child & Family Therapists, Psychologists, Administrative support staff, Research staff, Development staff and Senior management.

Our Child & Family Therapists have graduate degrees in helping professions such as social work or psychology. They have developed expertise in understanding the unique mental health needs of children and youth with LDs.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: General Information</b>	<b>TITLE: Get Involved</b>

### *How can I get involved?*

Currently, Integra provides opportunities for qualified volunteers to assist in our group based clinical programs (including Mindfulness Martial Arts Program, Young Warrior Program; and the Social Competence Group Program), our clinical research and program evaluation program; our administrative support department; and our fundraising department.

Information about each of these opportunities for volunteering is listed in the next section of the Handbook, including required qualifications, expectations for volunteer responsibilities, training and supervision opportunities, and contact information for the senior manager.

*We encourage you to join the Integra team and to work with us to strengthen and support families of kids with LDs and social-emotional challenges.*

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Mindfulness Martial Arts</b>

## *MINDFULNESS MARTIAL ARTS PROGRAM*

Volunteers in Mindfulness Martial Arts (MMA) are assistants who will have the opportunity to participate in a range of tasks that support the instructor in training participants. Specific tasks assigned to volunteers will depend on the present needs of the class, the skill set of the volunteer, and the volunteer's interests and goals for their volunteering experiences.

### Roles and Responsibilities

Responsibilities may include but are not limited to the following:

1. Assisting with the creation of participant class schedules or other administration duties
2. Video taping and/or creation of video for presentations, instructor training, and/or participant training (if skill set supports this)
3. Activities to support group members for participation (e.g. reminder phone calls, mailings)
4. Assisting with the creation of posters for in-class training and for presentations
5. Being present in each class
6. Helping with the clean up for mats and help with set up if feasible
7. Assisting students with technique issues due to coordination, inattention, etc.
8. Leading warm-up, martial art drill or meditation
9. Reading a story or doing a cognitive therapy thought report on the board
10. Assisting in a role play
11. Modeling behaviour and attitude
12. Assisting instructors in the meeting room with handouts or may provide assistance in the waiting room
13. Along with doing a service for kids with learning disabilities and emotional regulation difficulties, you also take a personal interest in doing this for yourself. That is you take on the practice for your own growth and personal discovery.
14. Have the patience to observe the classes in an open and engaging way
15. Continue to practice martial arts while volunteering
16. Start and maintain a meditation practice
17. You regard this as a personal experience for your own growth in mixed martial arts and mindfulness meditation
18. Let the instructor know what you need, so that these needs can be addressed
19. Bring your skills such as martial arts, meditation, teaching, and/or fitness instruction to further the aims of the program
20. Provide a list of expectations for your volunteer experience

### Recommended Qualifications

- Grade 12 equivalent
  - Preference for college or university training – strong preference for social work, psychology, sport physiology, sport psychology, and/or teaching
  - Mature adolescent is welcome but must be able to work alongside the instructor independently

- Experience in martial arts
  - Preference for black belt in any style
  - Strong preference for a black belt or someone with a few years in mixed martial arts
- Currently practicing meditation or would like to commit to learning and practicing this skill
  - Preference for Mindfulness or Zen meditation
- Interest in learning disabilities and children's mental health

#### Time Commitment

- We are committed to providing our volunteers with a positive volunteer experience that supports their learning needs and goals. Volunteers will receive ongoing direct supervision and training from the instructor they are assisting. Given this commitment, we require volunteers to commit to their volunteer position for at least one year (or one school year in the case of students). Commitment once a week for 3-4 hours on the given class night and this includes the after class debriefing. Exceptions will be made if the specific needs of the volunteer assignment are time-limited (i.e. creating videos or posters).

#### Accountability, Supervision, & Training

- The MMA volunteer reports directly to the instructor of the class. The instructor will assist in managing and monitoring work completed by the MMA volunteer and ensuring that the goals of the volunteer for their experience are being realized. Direct supervision, orientation, and training will be provided to the volunteer usually on the night of the class. Meeting may be scheduled at alternative times if more amenable to the instructor and volunteer. Volunteers will be encouraged to attend the Walk-A-Mile workshop to better understand our client population. Volunteers will be invited to staff development workshops on various topics related to learning disabilities and children's mental health.

#### Police Check & Oath of Confidentiality

- The MMA volunteer working directly with clients will need to have a successful police check completed before starting their position
- The MMA volunteer will also be asked to sign an oath of confidentiality to ensure the security of client personal information and the intellectual property of Integra.

#### Evaluation

- Ongoing feedback will be provided to the MMA volunteer in the course of their work at Integra by the instructor and a formal evaluation will be provided after their first tenure. Yearly evaluations will be completed thereafter.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Social Competence Group Program</b>

## *SOCIAL COMPETENCE GROUP PROGRAM*

Volunteers in the social competence group at Integra will assist in running a minimum of one social competence group as a co-leader.

### Role and Responsibilities

Responsibilities include but are not limited to the following:

1. Group planning and preparation:
  - Prior to the start of group, review suggested readings and resource material regarding Integra's social competence group program
  - Meet with the CFT group leader to review clinical files for each group member
  - Meet with CFT group leader each week to plan for the group session
  - Assist in the preparation for activities
2. Assisting with each group session:
  - May include leading group activities, coaching and providing 'in the moment' teaching related to social competence, attending to individual children in the group
  - Assist Integra CFT with group planning & generating ideas for activities
  - Preparing group snack
3. Documentation
  - Using Integra templates, write up group session notes after each session
  - Storing session notes in the Shared folder on the network
  - Contributing notes about the activities introduced to the shared activity resource table on the network

### Recommended Qualifications

- College or university experience in a field that is relevant to children's mental health
- Experience and/or interest in working with children and youth ages 8 to 18
- Ability to work collaboratively
- Receptivity to feedback and direction
- Demonstrated written and oral communication skills.

### Time Commitment

- Volunteers are asked to commit approximately four hours per week for a minimum of a term (14 weeks). Time commitments will include one hour planning/prep, one hour direct clinical service for the group, one hour supervision, and one hour documentation (writing session notes).

### Accountability, Supervision, & Training

- The volunteer Group Co-leader reports directly to the Integra Child & Family Therapist (CFT) who is leading the particular social competence group. In addition, the Integra Clinical Director is responsible for overseeing the Group Program and for ensuring appropriate supervision and support for the volunteer.

### Police Check & Oath of Confidentiality

- Volunteers are required to submit a criminal reference check to the Clinical Director before the start of the social competence group.
- Prior to the start of a social competence group, volunteers should receive an orientation to the group program and treatment modality which will include a review of confidentiality and ethics.

### Evaluation

- Volunteers will receive informal feedback on a regular basis from their co-leader and /or clinical supervisor. In addition, a formal evaluation using the standard volunteer evaluation form will be completed on at least an annual basis.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Research Department</b>

## *INTEGRA RESEARCH DEPARTMENT*

Volunteers in the Research Department at Integra will have the opportunity to participate in a range of tasks that support the completion of research and program evaluation projects. Specific tasks assigned to volunteers will depend on the present needs of the department, the skill set of the volunteer, and the volunteer's interests and goals for their volunteering experience.

### Roles and Responsibilities

Responsibilities may include but are not limited to the following:

1. Preparation of research materials (e.g., compiling research files, photocopying)
2. Scoring questionnaires
3. Computer data entry and management
4. Observational coding of videotapes
5. Activities to support participant recruitment (e.g., phone calls, mailings)
6. Assisting with the creation of posters and presentations
7. Assisting with tasks that support grant and research article preparation (e.g., literature searches, compiling references)

### Recommended Qualifications

- University or college studies (in psychology or related field) completed or in progress
- Excellent attention to detail and organizational skills
- Relevant skills in completion of literature searches
- Computer skills (e.g., Word, Internet searches, literature searches, SPSS)
- Interest in learning disabilities and children's mental health

### Time Commitment

We are committed to providing our volunteers with a positive volunteer experience that supports their learning needs and goals. Volunteers will receive ongoing direct supervision and training from the Research Associate/Director of Research and Psychology. Given this commitment, we require volunteers to commit to their volunteer position for at least one year (or one school year in the case of students). Exceptions will be made if the specific needs of the research project are time-limited.

### Accountability, Supervision & Training

The Research Assistant reports directly to the Director of Research and Psychology. The Research Coordinator/Associate will assist in managing and monitoring work completed by Research Assistants and ensuring that the goals of the volunteer for their experience are being realized. Direct supervision, orientation, and training will be provided to the volunteer. Monthly meetings will be scheduled, however, ongoing supervision and training will be provided depending on the tasks being completed. Volunteers will be encouraged to attend the Walk-A-

Mile workshop to better understand our client population. Volunteers will be invited to staff development workshops on various topics related to Learning Disabilities and children's mental health.

#### Police Check & Oath of Confidentiality

Volunteer Research Assistants working directly with clients or those reviewing client files will need to have a successful police check completed before starting their position.

Volunteer Research Assistants will also be asked to sign an oath of confidentiality to ensure the security of client and research participant personal information and the intellectual property of Integra.

#### Evaluation

Ongoing feedback will be provided to the Volunteer Research Assistant in the course of their work at Integra by the Research Associate and formal evaluation will be provided after 3 months and at the end of the first year. Yearly evaluations will be completed thereafter.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Development (Fundraising)</b>

## *INTEGRA DEVELOPMENT DEPARTMENT*

Volunteers in Development Department provide assistance in all aspects of fundraising including events, mailing, major gifts (for corporations, foundations, individuals), and database management.

### Roles and Responsibilities

Responsibilities may include but are not limited to the following:

#### 1. Events

- Chairing an event
- Ticket and table sales
- Committee meeting arrangements
- Phone follow-up with ticket and table purchasers
- Auctions & raffles (e.g. donations, deliveries, auction handling, acting as spotter)
- Guest handling (e.g. greeting, seating guidance, information table hosting, coat check)

#### 2. Mailings

- Proofreading
- Preparing pieces for mailing when needed
- Updating addresses of returned mail

#### 3. Major gifts

- Prospect research
- Preparation of informational packages

#### 4. Database management

- Updating codes from past input so that records are compatible, i.e. data consistency

### Recommended Qualifications

- Experience as a volunteer welcome but willingness to learn equally valuable
- Belief in the importance of the Integra mission
- Ability to work collaboratively
- Receptivity to feedback and direction
- Dependability.

### Time Commitment

- Project based and decided between staff and volunteer

### Accountability, Supervision, & Training

- The Development Department volunteer reports to Director of Development and/or the Coordinator of Fundraising and Communications

### Police Check & Oath of Confidentiality

- Required if volunteer works directly with clients or handles donor information

## Evaluation

- Provided if volunteer wishes to have it.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Administration</b>

## *ADMINISTRATIVE DEPARTMENT*

**Title:** Administrative Volunteer

### **Recommended Qualifications**

- Administrative skills are an asset
- Experience as a volunteer welcome but willingness to learn equally valuable
- Belief in the importance of the Integra mission
- Ability to work collaboratively
- Receptivity to feedback and direction
- Dependability.

### **Accountability**

Reports to Finance Manager or Administrative Manager or Receptionist/Intake and Camp Coordinator depending on the tasks

### **Overview of Position**

Assist in any aspect of administrative support including:

- Document or mailing preparation
- Filing
- Shredding
- Organizing
- Data entry or data clean up
- Telephone screening
- Website updates

### **Police Check & Oath of Confidentiality**

Administrative Volunteers working directly with clients will need to have a Vulnerable Sector Screening completed before starting their position. Integra will cover the costs of this police check.

Administrative Volunteers will also be asked to sign a statement of confidentiality to ensure the security of client personal information and the intellectual property of Integra.

### **Evaluation**

Ongoing informal feedback will be provided to the Administrative Volunteers in the course of their work at Integra. Formal evaluation will be provided after 6 months and at the end of the first year. Yearly evaluations will be completed thereafter.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Placements</b>	<b>TITLE: Camp Towhee</b>

## *CAMP TOWHEE*

Volunteers for Camp Towhee at Integra will provide assistance in all aspects of planning and preparing for the Camp Towhee program.

### Role and Responsibilities

Responsibilities include but are not limited to the following:

#### Administration:

- Editing and collating the Staff Manual
- Updating the Camp Information Binder
- Developing staff training handouts
- Filing, organizing and photocopying camp related materials
- Assisting Director or Assistant Director with any camp related administrative task
- Develop and/or update Integra waiting room Camp Towhee Information Board

#### Archives

- Develop and/or update an archive system including photos and printed material
- Shredding photos and confidential information
- Creating photo frames and photo albums
- Converting slides to photographs

#### Events:

- Preparing and organizing for Camp Reunion (October) and Information Day (June)
- Placing reminder phone calls to parents
- Putting together materials for the events

### Recommended Qualifications

- Ideally will have experience at Camp Towhee as a camper or staff
- Some administrative experience
- Ability to work collaboratively and take initiative

### Time Commitment

- Dependent on task.

### Accountability, Supervision, & Training

The Camp Towhee volunteer reports to and is trained by the Camp Director.

### Police Check & Oath of Confidentiality

Oath of Confidentiality required. Police Check not required.

### Evaluation

Ongoing feedback will be provided during their volunteer stint. A formal evaluation will be provided after 3 months and at the end of the first year. Yearly evaluations will be completed thereafter.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: September 30 2010</b>
<b>SECTION: Relevant Agency Policies</b>	<b>TITLE: Volunteer Program Policy</b>

## *Volunteer Program Policy*

### **Preamble**

Integra values the support from volunteers to enrich the service provided at Integra and to provide opportunities for volunteers to gain skills and a greater understanding of the mental health needs of children/youth with learning disabilities to promote community awareness. The term “volunteer” used in this policy refers to all volunteers exclusive of Board Members and on-site volunteers at Camp Towhee (for whom separate Towhee policies apply).

### **Policy**

Integra promotes the use of volunteers in a variety of roles at Integra, ranging from assisting with direct clinical service to helping to support the infrastructure by means of administrative support or fundraising. Integra management staff or delegates are responsible for determining volunteer needs within the respective departments or programs and for ensuring that volunteers have the requisite skills, credentials, supervision and training required for the assigned duties.

To avoid potential conflicts of interest, volunteers who provide assistance with direct client service should not be current clients of Integra.

### **Procedure**

#### *Recruitment and Screening*

1. Integra department heads or delegates may recruit volunteers directly for programs requiring specific skills and education, including Research, MMA and the Social Competence Group Program. Recruitment efforts may target university students in related programs, such as social work or psychology.
2. Individuals who have an interest in volunteering at Integra may inquire about positions by means of the website / general email address or by calling Integra. If the potential volunteer identifies a particular area of focus, the receptionist should redirect the inquiry to the relevant department head. If no particular area is specified, the volunteer should be directed to the Clinical Director for further discussion of interests and education.
3. Required skills and training for volunteers will vary across Integra departments and it is the responsibility of the relevant department heads to determine the method of screening for volunteers. The eligibility criteria for volunteers in each department should be written in the relevant department job description and should be shared with the potential volunteer at the time of initial inquiry. Department screening or intake methods may include but are not limited to individual interviews with the relevant department or delegate, submission of application documentation such as a CV or letter of interest, and references.

## *Orientation and Documentation*

1. Prior to beginning volunteer duties at Integra, all volunteers whose work will involve direct client contact must submit to a Vulnerable Sector Screening (VSS) or a police clearance check. The VSS is a specific police check required for individuals having direct contact with children or vulnerable persons.
  - a. As soon as the volunteer has been selected for a position, the Department head directs the volunteer to Administrative Manager. The Administrative Manager provides the volunteer with paperwork to be reviewed and signed in order to apply for a VSS.
  - b. **The Administrative Manager...**
  - c. The results of the VSS are communicated directly to the volunteer who must provide the report to the Administrative Manager for the volunteer's personnel file.
  - d. If there are concerns about the VSS report, the Administrative Manager will bring the report to the attention of the Department head, who will consult with management regarding next steps.
  - e. If the volunteer produces a VSS that was completed within a three year period, the volunteer may be asked to sign a declaration stating that they have had no criminal convictions since the date of their last police reference check. It is at the discretion of the department head whether an updated VSS is required within the three year period.
2. All volunteers should be oriented to the organization and orientation is the responsibility of the relevant department head. During orientation, the department head or delegate is responsible for explaining the concept of client and record confidentiality, Integra's social networking policies, and for ensuring that the volunteer signs the oath of confidentiality.
3. The relevant department head is responsible for ensuring that a volunteer personnel file is completed for each volunteer. The personnel file should include:
  - Demographic & contact information
  - Signed oath of confidentiality
  - Criminal reference check
  - Completed volunteer department form, including start date for volunteering, relevant department or program, planned end date if known, and name of direct supervisor
  - Volunteer evaluation form (to be completed on an annual basis)
4. Current volunteer personnel files are stored securely in relevant department head's office. Former volunteer personnel files are stored in a locked filing cabinet in the central administration office. A master list of current volunteers, including emergency contact information, is stored within the shared network for immediate access if needed.

5. Volunteer personnel files should be kept for a minimum of five years after the end date.

#### *Volunteer Training and Supervision*

1. Department heads or delegates are responsible for ensuring that volunteers are appropriately trained and supervised. The nature and extent of training and ongoing supervision will vary across departments.
2. Volunteers who work with clients directly must receive supervision from a member of the Integra clinical staff. To avoid actual or perceived conflict of interest, volunteers will not be supervised directly by relatives.

#### *Volunteer Feedback & Evaluation*

1. Volunteers should receive informal feedback on a regular basis from their direct supervisor.
2. At least annually or at the conclusion of the volunteer period, the direct supervisor (i.e., department head or delegate) is responsible for completing a written evaluation with the volunteer. The supervisor should discuss the evaluation with the volunteer and the evaluation form should be signed by both parties. A copy of the evaluation should be filed in the volunteer personnel file.
3. If there is a dispute between the volunteer and the direct supervisor, the volunteer should first attempt to discuss the concerns directly with the supervisor or department head. If the volunteer is uncomfortable or is unable to address the issue directly, the volunteer is encouraged to contact Integra's Clinical Director who will attempt to mediate or resolve the conflict. If the dispute involves the Clinical Director, the volunteer should contact the Executive Director.
4. If requested by the volunteer, the department head is responsible for providing a letter of reference or for documenting hours for the purposes of high school community service volunteer hours.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Learn about Learning Disabilities</b>	<b>TITLE: Learning Disabilities</b>

## *WHAT ARE LEARNING DISABILITIES?*

Learning Disabilities refer to a variety of neurobiologically-based disorders that affect a person's ability to take in, understand, remember or express information. Learning Disabilities (LD) are the most common form of disability for children aged 5 to 14 years and within Canada, LD are estimated to affect over three million Canadians (Stats Canada, 2006).

People with LD are of average to above average intelligence but they have specific impairments in one or more processes that interfere with learning. These include phonological processing (i.e., the ability to process the distinctive sounds of a language), memory, processing speed, perceptual-motor processing, and executive functions (i.e., planning, organizing, monitoring, and integrating information). Children are born with Learning Disabilities: they are biological in nature.

The most common type of LD is a specific reading disability, also called 'Dyslexia'. Dyslexia reflects a specific impairment in cracking the phonetic code: Individuals with dyslexia have trouble reading, spelling, finding the right word, or learning a second language, for example. Other types of LD may reflect non-verbal learning difficulties, such as having difficulty interpreting visual information, such as reading a map or understanding non-verbal communication, such as body language. Depending on the nature of the LD, in school children with LD may have difficulty with one or more subjects, such as reading, writing, or mathematics.

Neurologically based learning disabilities are recognized around the world, reflecting the observation that impairments in the ability to process information are universal. However, in order to understand and assist the child with LD and his/her family, one needs to understand the nature of the LD within that child's culture and community.

Children with learning disabilities can learn; they just need to learn differently and may need to learn strategies for overcoming particular areas of challenge. LD can be a source of frustration and stress. The results of a 2007 study by the Learning Disabilities Association of Canada suggests that young people with LD are two to three times more likely to suffer from depression and mental health issues. However, we know that there are a number of protective factors for children with LD to encourage success, such as fostering persistence, reducing barriers to learning, and providing children with opportunities for mastery so that they can feel competent.

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Volunteer Contract</b>

*Volunteer Contract*

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Contact Information</b>

### *Contact Information*

For more information about volunteering with one of the programs at Integra, please contact any of the following department heads directly. For general information about volunteering at Integra, please contact the Clinical Director, Dr. Marjory Phillips

<u>Department</u>	<u>Contact Name &amp; title</u>	<u>Email</u>
Administration	Ann Tang Administrative Manager	<a href="mailto:atang@integra.on.ca">atang@integra.on.ca</a>
Camp Towhee	Nicola Bangham Camp Director	<a href="mailto:nbangham@integra.on.ca">nbangham@integra.on.ca</a>
Counseling	Dr. Marjory Phillips Clinical Director	<a href="mailto:mphillips@integra.on.ca">mphillips@integra.on.ca</a>
Development (fundraising)	Ellen Nichols Director of Development	<a href="mailto:enichols@integra.on.ca">enichols@integra.on.ca</a>
Mindfulness Martial Arts	Paul Badali MMA Program Supervisor	<a href="mailto:pbadali@integra.on.ca">pbadali@integra.on.ca</a>
Research	Dr. Karen Milligan Director of Research & Psychology	<a href="mailto:kmilligan@integra.on.ca">kmilligan@integra.on.ca</a>

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Oath of Confidentiality</b>

## *Oath of Confidentiality*

### DECLARATION OF CONFIDENTIALITY AND NON-DISCLOSURE

I acknowledge that, in my capacity as a volunteer, student or staff of Integra, I will have access to certain confidential information. This information includes, but is not limited to the following: client records, donor records, research files, data books, diagrams, studies, protocols, reports, draft publications, interviews, surveys, samples, schedules, appraisals, computer programs, videos and statistical information. Confidential information may be oral, written, or electronic.

I understand that all Integra volunteer, student or staff must sign a Declaration of Confidentiality and Non-Disclosure when they commence their association with Integra. Under this declaration, I consent to keep all matters to which I am privy related to all services and projects being conducted at the agency confidential.

I agree that I shall not disclose to any other person, firm or corporation, any confidential information relating to any clients, donors, programs or projects, other than for the specific purposes required by my duties within the agency, without prior written consent from the Director of Clinical Services and Community Consultation, the Privacy Officer or his/her designate.

I also understand that I am required to notify the Privacy Officer or his/her designate immediately of any breach of my obligations or conflict of interest under this agreement which comes to my attention.

By signing and returning a copy of this document to the Director of Clinical Services and Community Consultation, the Privacy Officer or his/her designate, I confirm my understanding and acceptance of the above clause and will comply with these clauses. I also agree that my obligation to comply with the above will survive my termination of association.

Signed: \_\_\_\_\_  
Name (printed): \_\_\_\_\_  
Witness: \_\_\_\_\_  
Date: \_\_\_\_\_

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Criminal Reference Check</b>

*Criminal Reference Check*

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Orientation Checklist</b>

## *Volunteer Orientation Checklist*

*(To be completed by supervisor and placed in volunteer personnel file)*

**NAME OF VOLUNTEER:** \_\_\_\_\_

**NAME OF SUPERVISOR:**

<b>ALL VOLUNTEER</b>	
<b>ORIENTATION</b>	<b>DATE COMPLETED</b>
Reviewed Volunteer Handbook including Volunteer Policies and Procedures	
Reviewed Office Procedures (i.e. Hours of Operation)	
Reviewed Safety, Security, and Risk Management	
Oriented to Computer System	

\_\_\_\_\_  
Signature of Supervisor

\_\_\_\_\_  
Signature of Staff Member

<b>INTEGRA VOLUNTEER MANUAL 2010</b>	<b>LAST REVISED: July 5 2010</b>
<b>SECTION: Volunteer Personnel Files</b>	<b>TITLE: Volunteer Evaluation</b>

*Volunteer Evaluation Form*

Volunteer Name:

Evaluated by:

Date \_\_\_\_\_  
Program \_\_\_\_\_

**Themes to include when creating volunteer evaluation:**

- 1) Attendance
- 2) Availability
- 3) Accountability (missed sessions, punctuality)
- 4) Understanding of roles
- 5) Initiative
- 6) Follow-through
- 7) Additional notes