

# Volunteer Manual

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**Paper Kite Children's Foundation**

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[www.paperkitefoundation.com](http://www.paperkitefoundation.com)

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## 1 Welcome to Volunteering at Paper Kite

I am thrilled that you have chosen to volunteer with Paper Kite Children's Foundation. I started Paper Kite in 2009 after I witnessed the hardships facing the orphans in Bihar, India. Much work needs to be done to improve their current living conditions and prepare them for a prosperous future. Together we can make a positive difference in their lives.

Our volunteers have already achieved many goals including community awareness events, fundraising events and administrative duties. I hope you find the responsibilities of your particular volunteer description to be fulfilling and that your volunteer experience with us to be rewarding and positive.

Once again, welcome and thank you!

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Tarik Kadri  
Founder and President

Welcome to volunteering at Paper Kite Children's Foundation. You join a dedicated team of volunteers who generously provide their time to achieve Paper Kite's social goals. A successful volunteer partnership observes certain responsibilities and results in benefits to Paper Kite as well as benefits to you.

Our volunteers fulfill their responsibilities to the best of their ability and in the best interests of our foundation. In return, our volunteers have the right to be given meaningful assignments, be treated with respect, and receive appropriate training, support, and recognition for their contribution.

Know that your contribution is important to achieve our social goals and that we look forward to volunteering with you. To help ensure your volunteer experience is pleasurable, this manual was created to provide you with a good understanding of Paper Kite, our volunteer program, and the roles and responsibilities of Paper Kite and our volunteers. If you have any questions or comments please contact our Volunteer Officer.

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James Caspersen (Vancouver) &  
Natalie Dupuis (Ottawa)  
Volunteer Officer

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Executive Director

## 2 Overview of Paper Kite Children's Foundation

The following subsections provide a synopsis of Paper Kite's goals and how we operate. Further information can be found on our website [www.paperkitefoundation.com](http://www.paperkitefoundation.com). Alternatively, you can ask any Director or Senior Volunteer for further information.

### 2.1 Mission Statement

Our Paper Kite mission statement is as follows:

*We are Paper Kite Children's Foundation, a non-profit charity working to ensure that basic necessities are available to the orphanages in the state of Bihar, India. Our work empowers the children to fulfill their aspirations and end the cycle of poverty.*



### 2.2 The Importance of Our Program

Our 4 programs are based on the UN Future Fit for Children – Millennium Development goals and designed to ensure the children are healthy, happy and prepared to succeed as adults. We pay special attention to those orphans most at risk, namely girls, children with special needs, and those experiencing caste or other social stigmas.

The following text summarizes our four programs.

**Proper Nutrition** Malnutrition directly impedes the children's lifelong vitality and often leads to premature death. Malnutrition is concentrated in chronically poor areas such as Bihar, where 59% of children are malnourished. As orphans are part of the highest risk group, their rate of malnutrition is thought to be even higher.



What we do:

- Supply healthy food including fruit and vegetables
- Conduct caregiver education on proper nutrition
- Supply general cooking supplies

**Clean Water** Clean water directly relates to children's health and malnutrition. Only 30% of people in India have access to high-quality drinking water and proper sanitation. The orphans' living conditions, especially their malnutrition and lack of health care, mean that they are more at risk to contract and die from water borne diseases. Even a simply remedied case of diarrhoea can be fatal.



What we do:

- Improve the orphanages' existing water systems
- Supply clean drinking water
- Educate the caregivers and children on proper hygiene

## Education

Education is a critical factor in keeping children off the streets and away from dangerous activities such as scavenging, begging, and prostitution. Only 1 of every 2 people can read and write in Bihar, the lowest literacy rate in all of India. There is a drastic difference between genders in Bihar, with 60% of males but only 33% of females being literate. Five years of schooling is required for basic literacy while orphans can grow up without ever having set foot in a school.



What we do:

- Ensure all children aged 6 years and older receive schooling
- Pay special attention to overcoming hurdles to girls attending school
- Supply the required school supplies

## Health & Welfare

Every day more than 5,200 Indian children under the age of five die. In many cases their deaths are from preventable or treatable causes. Living in poverty means their standard of care is lower and they have limited, if any, access to healthcare.



Most orphanages are not equipped with proper facilities to provide daily care, such as kitchens, washrooms and bedrooms. In the winter months, the children can be found shivering and huddled together to keep warm.

What we do:

- Secure medical evaluation and treatments as required
- Rectify unsafe facility components
- Supply needed articles including bedding, clothes and toys

## 2.3 Founding and Governance

Paper Kite was incorporated through the British Columbia provincial government in June 2009. We also obtained charity status from the Federal Government in July 2010.

We have 9 board members tasked with ensuring Paper Kite operates effectively and responsibly. We also have a number of volunteers that help plan and complete events and fundraising. Paper Kite is a 100% volunteer run charity. Like all organizations, the functioning of our team determines the success of Paper Kite and our social benefit.

Volunteers can enhance our ability to accomplish our goals and diversifying our expertise and knowledge in the following ways:

*Marketing and Communications*

Volunteers are needed to assist us with the development and management of marketing campaigns and promotion of key programs and projects

*Public Relations*

Volunteers are needed to assist us with the development and implementation of Public Relations strategies

*Event Planning*

Volunteers are needed to provide event planning support to various events

*Fund Development*

Volunteers are needed to assist us with creating fund development and implementation strategies in order to diversify sources of income and program support

*Research*

Volunteers are needed to assist us with research to cover various project-based requirements

*Administration*

Volunteers are needed to assist us with day-to-day operations

*Technical Support*

Volunteers are needed to assist us with the design and maintenance of Paper Kite's website and other technical support.

*Field Work in Bihar (February 2012)*

Volunteers have the opportunity to implement our [four programs](#) in Bihar, India

## 2.4 Fiscal Responsibility

Our programs are entirely funded by private donors, both personal and corporate. We operate our finances knowing we are responsible to our donors, volunteers, Canadian taxpayers and orphans of Bihar. We take every effort to maximize the amount of money that directly benefits the orphans.

Accordingly, Paper Kite runs strictly on a volunteer basis with no paid employees. Whenever possible we seek to have required materials donated rather than purchased. We seek to have what operating costs we have offset by a special donor. For instance, our 2009 operating costs were paid for by our President. Additionally, all the volunteers travelling to Bihar pay for their travel and living expenses. We ask volunteers to look for sponsorship and do personal fundraisers to off-set the cost to India. This ensures that all donated money to Paper Kite goes to the children.

## 2.5 Goals for 2011

- Raise \$30 000 by December 2011
- Reach 50 active volunteers by December 2011
- Sponsor 2 orphanages
- Source a donor for our 2011 operating costs
- Complete at least 1 field trip to Bihar



### Volunteers and Paper Kite

Volunteering benefits the volunteer, the organization and society. The following sections describe the benefits in detail. Also discussed are the commitments made between Paper Kite and volunteers and the roles volunteers fulfill within Paper Kite.

## 2.6 The Importance of Our Volunteers

Paper Kite runs strictly on a volunteer basis; only with the contribution of our volunteers can Paper Kite achieve its' social goals. Our volunteer's dedication, skill and generosity have been repeatedly demonstrated since the start of Paper Kite. We are building on this momentum and looking forward, planning several fundraising events and additional field work sessions in India.

Our volunteers have allowed Paper Kite to achieve things that we otherwise would not have been able to accomplish due to limited resources and our goal to allocate as much money as possible towards our social programs. We are grateful for all that our volunteers do and we look forward to continued growth and strong relationships with our volunteers in the coming years.

## 2.7 Why Volunteer with Paper Kite

There are many great reasons to volunteer for Paper Kite. Our volunteers have mentioned the following reasons for volunteering with Paper Kite. Everyone has their own personal reasons and yours may or may not be included in the list.



- To have fun
- To help another person
- To spend quality time with family and friends by volunteering together
- To meet new people
- To get to know a new community
- To get recognition
- To support the goals of Paper Kite
- To establish a track record to get a new job
- To be in charge of something
- As an alternative to giving money
- To try out a new career
- To learn something new
- To feel useful/needed
- To do something I love
- To build confidence/self esteem
- To fulfill a community service requirement (for school, work, church)
- As a break from other stresses in life
- To test/challenge myself
- To make contacts in the nonprofit community
- To give from a place of compassion

## 2.8 Importance of Volunteering to Society

Volunteer involvement is vital to a just and democratic society. It fosters civic responsibility, participation and interaction to result in positive development of society.

## 2.9 Paper Kite's Commitment to Volunteerism

As part of our commitment to providing an excellent volunteer environment, Paper Kite has adopted the Canadian Code for Volunteer Involvement. The framework is made up of values, principles and standards. The 12 standards, shown below, express Paper Kite's philosophy and volunteer program operation. Note that some of the standards have been expanded in section 4 of this document to better relate to Paper Kite.

For detailed information on the Canadian Code of Volunteer Involvement, please visit <http://volunteer.ca/en/can-code>



### Standard 1: Mission-based Approach

Our Board and Officers support the vital role of Paper Kite volunteers in achieving Paper Kite's purpose and mission.

### Standard 2: Human Resources

All Paper Kite volunteers are welcomed and treated as valued and integral members of our team. We have a planned approach for volunteer involvement that includes showing how your contribution helps achieve our social mission, providing the appropriate human and financial resources to support our volunteer program, and establishing policies for effective management.

### Standard 3: Program Planning and Policies

We adopt policies and procedures to provide a framework that defines and supports the involvement of volunteers.

### Standard 4: Program Administration

We have a Volunteer Officer with appropriate qualifications who is responsible for our volunteer program. Volunteers are encouraged to provide us with their feedback regarding any aspect of the volunteer program.

### Standard 5: Volunteer Assignments

Volunteers are given meaningful assignments that are necessary to support the goals of Paper Kite and reflect the abilities, needs, and backgrounds of the volunteer and the foundation.

### Standard 6: Recruitment

Paper Kite volunteer recruitment incorporates internal and external strategies to solicit and involve a diverse volunteer base.

### Standard 7: Screening

Paper Kite has a clearly and consistently volunteer screening process.

### Standard 8: Orientation and Training

Each volunteer is provided with an orientation to Paper Kite, its policies and practices, including the rights and responsibilities of volunteers. Each volunteer receives training customized to the volunteer assignment and the individual needs of the volunteer. Our Board of Directors provide sound guidance, encouragement and support to all volunteers.

### Standard 9: Supervision

Paper Kite volunteers receive a level of supervision appropriate to the task and are provided with regular opportunities to give and receive feedback.

### Standard 10: Recognition

Volunteer contributions are consistently acknowledged with formal and informal methods of recognition.

## Standard 11: Record Management

Standardized documentation and records management practices are followed according to relevant legislation. We believe in transparency of all our documents and records. As such these documents can be made available to volunteers upon request.

## Standard 12: Evaluation

The impact and contribution of Paper Kite volunteers and the volunteer program are continually evaluated to ensure the needs of Paper Kite are being met in fulfilling its mandate.

### 2.10 Volunteer Code of Conduct

By joining Paper Kite, all volunteers agree to act according to the following general code of conduct:

- Be respectful, friendly and cooperative towards other volunteers and the community.
- Respect the mission, goals and property of Paper Kite.
- Take your commitment to Paper Kite to heart and perform your duties to the best of your ability.
- Follow through on commitments and advise the Volunteer Director if you are unable to volunteer as scheduled.
- Honour the confidentiality of Paper Kite and other volunteers where appropriate.
- Maintain the integrity of Paper Kite through communicating in a professional manner.
- Deal with conflicts or difficulties in an appropriate manner as outlined in this manual.
- Offer constructive feedback about Paper Kite.
- Be willing to learn and participate in orientation and training sessions.



### 2.11 Volunteer Roles

Volunteers are frequently required for fundraising and community outreach events, both during planning and the actual event itself. The roles volunteers play at our events varies depending on the event and can include, helping with set-up and take-down, door greeters, raffle takers and servers.

If you prefer to work on your own or in a small group, you can choose to raise funds to support Paper Kite programs. This may involve anything from asking your friends and family through to organizing your own event, large or small. Should you choose this option we are eager to help according to your needs, for instance, providing encouragement, fundraiser ideas or informational materials.

Our Volunteer Officer has written descriptions for all of our volunteer positions. Please refer to these postings or our Volunteer Officer for further details.

### 3 Volunteers Policies

The following policies have been determined to set clear expectations between Paper Kite and its' volunteers. These policies are applicable to every volunteer, including our Board.

#### 3.1 Volunteer Screening

Our screening process helps find the most applicable role for each volunteer. This is the basis for a positive experience for both the volunteer and fellow volunteers and the goals of Paper Kite. Our screening process involves the following elements:

- Volunteer application form
- Resume
- Interview(s)
- Paper Kite Practice & Guidelines in accordance to volunteer responsibilities
- Standard Release Form – This is Paper Kite's release of liability form should any harm come to a volunteer during their time with us
- Driver's Abstract – if applicable
- Reference Checks – only performed if deemed beneficial
- Orientation

#### 3.2 Training

Each volunteer will receive an orientation to Paper Kite and a copy of this volunteer manual as soon as feasible. Additionally, each volunteer will be sufficiently trained to complete their responsibilities in a timely manner. A lead resource person is identified for each event and available to provide support should questions arise.

#### 3.3 Communications

We believe honest and constructive communication is essential for a pleasurable volunteer experience. We encourage open and constructive communication between all volunteers. Communication lines will be established prior to each event. Volunteers are encouraged to contact our Volunteer Officer with questions, suggestions, challenges or comments.

Paper Kite communicates with volunteers about the activities of the foundation in the following ways:

- Volunteer meetings (monthly)
- Independent fundraising meetings (as appropriate)
- Newsletter (quarterly)
- Website ([www.paperkitefoundation.com](http://www.paperkitefoundation.com))
- Emails and other correspondence (as appropriate)



### 3.4 Dealing with the Media

A clear consistent message is imperative to the success of all organizations. Accordingly, please direct all media inquiries to our President. If our President is not available, please refer the enquiry to our Vice President. Other volunteers will speak on behalf of Paper Kite only if previously authorized by our President.

At times, Paper Kite volunteers may be asked to participate in a public relations activity. Participation in these events is purely voluntary and the volunteer may decline participating without any repercussions.

### 3.5 Document Resources

For your reference, the below Paper Kite documents are available for your review and use as applicable. Our Volunteer Officer should be able to provide you with these documents including back issues, where applicable. Alternatively, our Vice President maintains our document library and can make these documents available to you.



- Volunteer Application Form
- Volunteer Position Descriptions
- Hour log template
- Expense reimbursement form
- Newsletters
- Volunteer Manual
- Volunteer meeting minutes
- Board meeting minutes
- Brochure
- Exit interview template
- Annual reports

### 3.6 Expense Reimbursement

Only designated volunteers can make purchases on behalf of Paper Kite. Permission for each expense must be obtained from the President, or in his absence, our Vice President prior to making the purchase. Materials purchased without prior approval will not be reimbursed. An Expense Reimbursement form is to be submitted for approved expenses to our Financial Director and must include the original receipt. To facilitate in-field work, our President, Financial Officer and volunteers working in India may develop another procedure for in-field expenses.

### 3.7 Volunteer Time Tracking

Tracking our hours is valuable to evaluate our fundraising efficiency, hours spent managing and for recognition activities. All volunteers are asked to track their hours on the appropriate form as supplied by our Vice President. The completed form is to be provided to our Vice President at the end of each month.

### 3.8 Volunteer Recognition

Our Board, Officers and other senior volunteers recognize the important role of other volunteers. Verbal encouragement and appreciation is often provided. Additionally, we host informal volunteer social gatherings so people can meet other volunteers in a relaxed atmosphere.

To support your school or employment application, at your request, we will issue reference letters. The letter will be issued anytime after 100 hours of volunteer service so we can accurately reflect your participation. Where feasible, other recognition activities will be performed.

### 3.9 Human Rights/Sexual Harassment Policy

Paper Kite enjoys and values the contributions of a diverse team of volunteers. No harassment of any kind will be tolerated between volunteers or members of the public. Harassment can be verbal, physical or sexual and based on race, ancestry, national or ethnic origin, colour, citizenship, religion, age, gender, sexual orientation, marital or family status and disability.

Paper Kite views harassment as a serious offence. It may be grounds for immediate termination of volunteering privileges or other participation.

For more information on Canadian Human Rights Commission:

344 Slater Street, 8th Floor

Ottawa, Ontario K1A 1E1

Telephone: (613) 995-1151

Toll Free: 1-888-214-1090

TTY: 1-888-643-3304

Fax: (613) 996-9661

Web: [www.chrc-ccdp.ca](http://www.chrc-ccdp.ca)

### 3.10 Grievance Policy

Paper Kite strives to have a pleasurable environment for all volunteers. Should a problem arise we ask you to follow the following procedure to settle it in a satisfactory manner.

- In situations where differences arise between Paper Kite volunteers it is advised to first try to resolve these differences amongst the parties involved.
- If a third party is needed, Paper Kite's Volunteer Officer is to be informed and involved. Under no circumstances shall differences be made public or involve other members of the organization.
- If the grievance is in regard to Paper Kite's Volunteer Officer, an appeal may be made to Paper Kite's Board.

### 3.11 Corrective Actions

Should a volunteer conduct inappropriate actions, Paper Kite will take the following escalating actions. If the action is severe the volunteer could be immediately terminated as discussed in the other sections of this document.

1. Supervision meeting – an informal meeting to bring minor problems to the attention of the volunteer.
2. Verbal warning – a verbal warning will be given once a problem has been repeated several times. A note will be inserted in the volunteer's file.
3. Suspension – an option for a serious problem or if a minor problem remains uncorrected after a supervision meeting and verbal warning.

### 3.12 Resignation and Termination

If you are no longer able to volunteer for Paper Kite, please contact Paper Kite's Volunteer Officer. We request you complete our exit interview before you leave as your feedback is valuable as part of our continual improvement of our programs. Your feedback will not be used for any other purpose.

In the event you are asked to leave Paper Kite, you will be told the reason based on Paper Kite's volunteers' code of conduct. The following list outlines reasons a volunteer could be released from Paper Kite:

- Consistently unable to meet assigned duties
- Consistently poor or careless work quality
- Disregard for Paper Kite policies and procedures
- Dishonesty (including theft) or breaking confidentiality
- Harassing other volunteers or the general public



### 3.13 Confidentiality

Paper Kite recognizes the volunteer's right of privacy in relation to the services that our organization provides. While a Paper Kite volunteer does not have the property right to our records, she/he has the right to protection of all information contained therein. Our Vice President will maintain a volunteer personal file on each of our volunteers in a secure location. It will contain information pertinent to your participation in Paper Kite and include items such as your volunteer application, resume, reference check replies, drivers abstract and letters of recommendation.

Access to your personal information is restricted to yourself, your supervisor and our Volunteer Officer. Paper Kite Board of Directors may also view your personal file if appropriate. Paper Kite will not disclose your personal information to a third party.

The Paper Kite Volunteer Application form requests information such as your name, address, contact information, demographic information, work history and education, for the purposes of screening, placement, and on-going training and supervision. Your personal information is also used for the purposes of: support; recognition; requests for additional volunteer roles; and verbal recommendations; program statistics and evaluation as per funding requirements; and, mailings of information related to Paper Kite activities and events.

Please know that you have the right not to answer a question or to not complete a section of the volunteer application as you so choose; however, please be aware that this may have an impact on our ability to effectively place you as a Paper Kite volunteer. In addition, you have the right at any time to withdraw consent to use your personal information for the purposes of noted above. You must notify the Volunteer Officer at Paper Kite Children's Foundation in order to activate this change. Please allow 14 business days to allow us to update our records accordingly. Learn more about access to information and privacy protection at [www.oipcbb.org](http://www.oipcbb.org).