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# VOLUNTEER GUIDE

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Message from the Chair,

Thank you for volunteering with OCTEVAW. Whether you want to give back to this community, or gain skills in the field of gender-based violence, simply give a helping hand or all three or for completely different reasons, regardless, as Board Chair, I am happy to say: WELCOME! and THANK YOU!

I do hope that you enjoy volunteer experience with OCTEVAW.

Best Regards

A handwritten signature in black ink, appearing to read "M. Doyle".

Chair, OCTEVAW Board of Directors

<http://www.octevaw-cocvff.ca>

## Table of Contents

<b>1. About Us</b> .....	3
<b>A. Mission, Vision and Values</b> .....	4
<b>B. Organizational Structure</b> .....	5
<b>2. Expectations</b> .....	6
<b>A. Commitment to OCTEVAW</b> .....	6
<b>B. OCTEVAW’s Commitment to volunteers</b> .....	6
<b>3. Volunteer Roles</b> .....	6
<b>A. Board of Directors</b> .....	6
<b>B. Board Committee Members</b> .....	8
<b>C. Event Volunteers</b> .....	8
<b>D. Standing Committees</b> .....	9
<b>E. I can MANifest Change</b> .....	9
<b>4. Volunteer Process</b> .....	11
<b>A. Application Process</b> .....	11
<b>B. Orientation and Training</b> .....	12
<b>C. Volunteer Forms</b> .....	12
<b>5. Accessibility &amp; Accommodations</b> .....	12
<b>6. Conflict Resolution</b> .....	13
<b>A. Steps to Conflict Resolution</b> .....	13
<b>B. Progressive Discipline</b> .....	13
<b>C. Filing a Complaint</b> .....	14
<b>7. Contact</b> .....	14
<b>Appendix A</b> .....	15
<b>OCTEVAW Confidentiality Agreement</b> .....	15
<b>Appendix B</b> .....	16
<b>OCTEVAW Conflict of Interest Policy</b> .....	16
<b>Appendix C</b> .....	19
<b>OCTEVAW Rules of Engagement</b> .....	19

## Guide for OCTEVAW Volunteers

*“Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one’s ideals, work with people, solve problems, see benefits and know one had a hand in them”*

- Harriet Naylor, Volunteer Advocate

*“If you want something done, ask a busy person to do it. The more things you do, the more you can do.”*

- Lucille Ball, Star of the silver screen, producer and comedienne.

### 1. About Us

The Ottawa Coalition to End Violence Against Women (OCTEVAW) is a non-profit, non-partisan coalition of organizations and individuals in the City of Ottawa and surrounding regions. Our members and partners include women abuse and rape crisis agencies; victim services; child protection services; representatives of area hospitals; representatives of the justice system, including the police, the Crown, and probation and parole services; health and counselling services; academic researchers; and other concerned community members.

OCTEVAW plays a vital coordinating role in addressing violence against women and their children (VAW) and gender-based violence (GBV). We do so by bridging the gaps between front-line service providers, policy makers, and the justice system, working collaboratively to address problems, developing tools and educational programs and serving the community through political action and advocacy. We focus our efforts in three key areas:

- Prevention of violence against women and gender-based violence —engaging with individuals and public institutions across the community to share best practices, and support community-wide prevention efforts.
- Public education and movement building—challenging the cultural norms that perpetuate VAW and GBV and isolate survivors;
- Amplifying front-line voices—giving voice to those who work with survivors of violence to ensure that their expertise informs public policy and contributes to legislative reform.

OCTEVAW **does not** provide counselling, legal or other assistance to individual victims of abuse. We also **do not** assist individuals in pursuing claims or disputes with its member organizations

## A. Mission, Vision and Values

### **Mission**

OCTEVAW unites organizations and individuals in Ottawa and the surrounding region to end gender-based violence and abuse, including violence and abuse against women and children.

### **Vision**

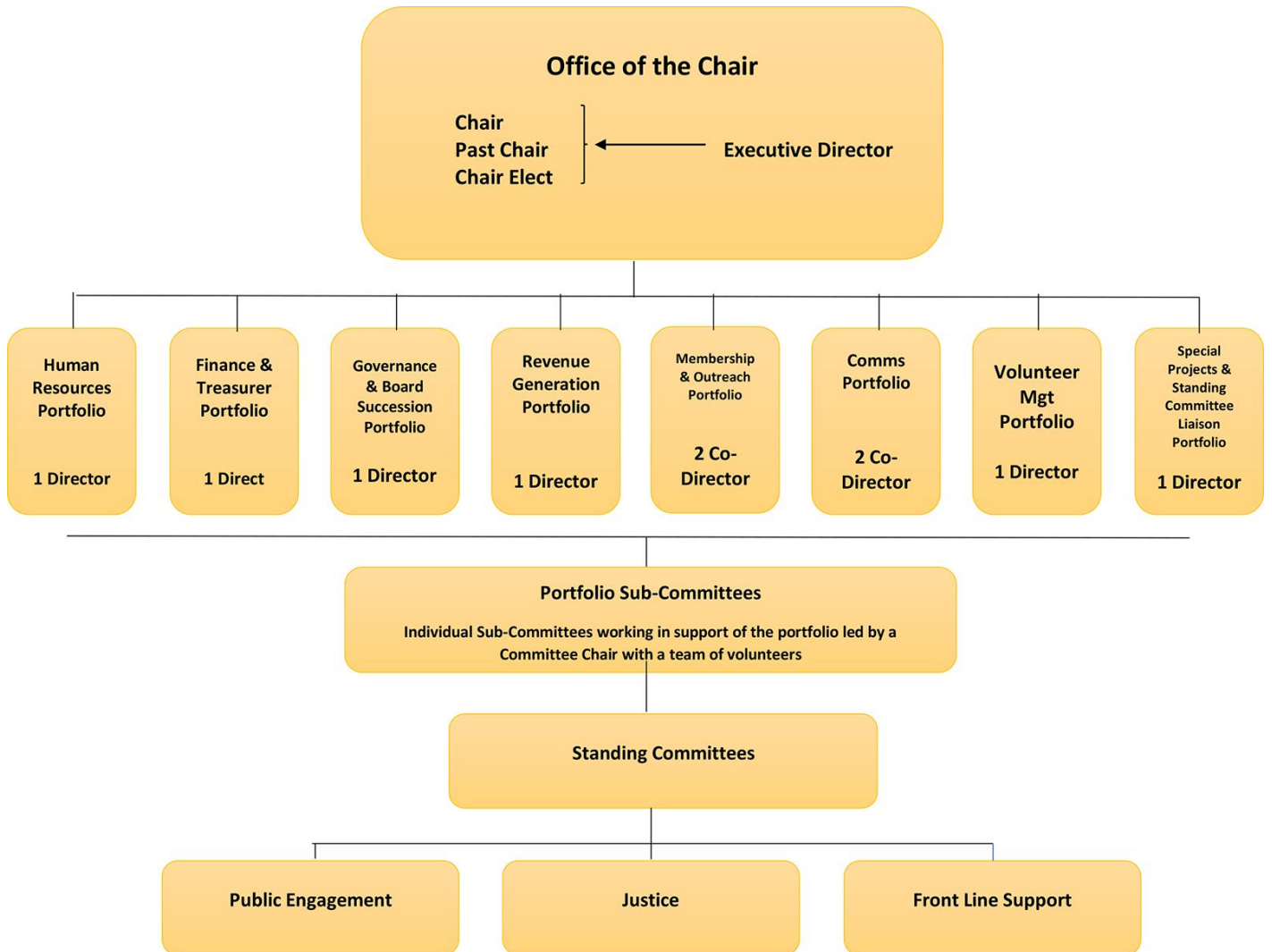
OCTEVAW aspires to a future in which:

- All members of the community, including individuals, organizations, policy makers, and the legal system are united in efforts to ensure a permanent end to all gender-based violence, including violence and abuse against women and children.
- Respect for the inherent worth and dignity of women, trans and gender-variant individuals is reflected in our public institutions.
- Women, trans and gender-variant individuals are able to live violence-free lives rooted in autonomy and self-determination.

### **Values**

OCTEVAW works collaboratively with members and stakeholders in accordance with feminist, anti-oppressive, anti-racist, and pro-choice principles. We recognize the intersectionality and interlocking of oppressions and seek to address these realities in our work. We are committed to the struggle for social justice for all individuals who are marginalized and oppressed, and to advancing the cause of decolonization, reproductive rights, and disability, queer and trans justice.

## B. Organizational Structure



## 2. Expectations

### A. Commitment to OCTEVAW

- ✓ Be committed to OCTEVAW's vision, mission and values
- ✓ Work within a feminist, anti-racist and anti-oppressive framework
- ✓ Abide by the Rules of Engagement
- ✓ Complete and return all required forms provided by OCTEVAW
- ✓ Carry out all designated tasks with professionalism and within the deadlines
- ✓ Ask for guidance, assistance and/or clarity as needed on tasks you are undertaking
- ✓ Offer a solution to challenges that you bring forward and be open to suggestions
- ✓ Respect the confidential aspects of your work
- ✓ Value the contributions, talents, efforts and dignity of other volunteers and staff
- ✓ Advise your supervisor when you wish to end your volunteer commitment

### B. OCTEVAW's Commitment to volunteers

- ✓ Provide a healthy and safe working environment
- ✓ Provide information about OCTEVAW's policies, services and programs
- ✓ Provide guidance and support in your role
- ✓ Recognize and value your work as part of a team
- ✓ Provide learning opportunities to grow
- ✓ Receive feedback and address your concerns
- ✓ Be sensitive to your needs and accommodate you wherever possible
- ✓ Reimburse pre-approved out-of-pocket expenses
- ✓ Inform and consult you on matters which directly affect your role

## 3. Volunteer Roles

Volunteers are vital to OCTEVAW's work, and there are many ways that they can contribute. The following are the 5 different types of roles that volunteers can take on:

### A. Board of Directors

Directors of the Board are responsible for representing the interests of the organization. When directing the affairs of an organization, the board must act within the law. As a *trustee*, a board member must follow three basic principles:

- ✓ **Diligence.** Act reasonably and in good faith. Consider the best interest of the organization and its members.
- ✓ **Loyalty.** Place the interest of the organization first. Don't use your position to further your personal interests.
- ✓ **Obedience.** Act within the scope of the law. Follow the rules and regulations that apply to the organization.

## Portfolios

Each portfolio is led by a Director, and they are supported by their committee.

- **Chair** manages the Board of Directors; its meetings; and deliverables as identified by the Executive Directors.
- **Past Chair** serves as a non-voting support to the Chair, responsible for training and assisting the Chair in their responsibilities.
- **Chair Elect** serves as a non-voting support, observer, preparing to move into the position of Chair.
- **Director, Finance & Treasurer** oversees the financial management of OCTEVAW in conjunction with the Executive Director.
- **Director, Human Resources** acts as the guardian of OCTEVAW's by-laws, policies and procedures to ensure they are updated as necessary and in compliance with bylaw standards.
- **Director, Revenue Generation** establishes strategic partnerships from a grant, commissioning and fundraising perspective.
- **Director, Member & Stakeholder Engagement** develops membership and stakeholder growth and membership retention goals for the year.
- **Director, Governance & Board Succession Planning** acts as guardian of OCTEVAW's best practices and governance rules and manages the Nominations Committee and overall board succession planning.
- **Director, Communications** is responsible for the written words as they appear on OCTEVAW collateral as well as maintaining an overall communications strategy.
- **Director, Volunteer Management** is responsible for the recruitment and management of volunteers.
- **Director, Special Projects** supports the Directors in meeting their objectives, takes the lead on special projects, and liaises with Standing Committees.

Full Board job descriptions can be viewed at <http://www.octevaw-cocvff.ca/sites/default/files/pdf/OCTEVAW-Board-of-Directors-Job-Description-Summary.pdf>

To join the Board of Directors, candidates are interviewed by a panel of board members, and must then be voted in at the Annual General Assembly (AGM) in the Spring.

**Time Commitment:** Approximately 8-15 hours per month

## B. Board Committee Members

### About Board Committees

Board Committees are led by a Director of the Board, or Committee Chair, and report directly to the Board of Directors. Committee volunteers will be assigned to a specific portfolio which fits their skillset and interests (finance, revenue generation, HR, communications, etc.).

The purpose of committee volunteers is to support the Director and/or Chair in implementing that portfolio's action plan to meet overall strategic plan objectives.

### What Does a Committee Member Do?

- Attend monthly meetings/teleconferences.
- Support the Director and/or the Committee Chair in implementing the portfolio's action plan.
- Familiarize yourself with the inner workings of OCTEVAW, Board proceedings and priorities.
- Work independently, mostly from home.
- Engage with the community and with OCTEVAW's staff, members and other volunteers.
- Represent and support OCTEVAW at events.
- Be informed of/considered for Board of Directors openings.
- Ideal for those who have not previously worked on a Board, but want to gain experience

**Time Commitment:** Approximately 2-7 hours per month

## C. Event Volunteers

OCTEVAW organizes or contributes to events several times a year, such as awareness-raising events, fundraisers, movie screenings, trainings, conferences, candidates' debates, etc.

These volunteer opportunities will be sent by email to Event volunteers as they arise. Interested volunteers can 'sign up' on first-come, first serve basis for the event.

Tasks for Event Volunteers vary for each event, but may include:

- Set up and tear down at event venues;
- Welcoming and directing guests;
- Selling tickets;
- Making announcements;
- Making phone calls;
- Making or holding billboards;
- Serving food or drinks;
- Setting up IT equipment;
- Taking photos/videos/promoting event on social media;
- Lifting and moving boxes, chairs, tables, signs, materials, banners, etc.



Volunteers must be willing to perform a variety of tasks throughout the event. Volunteers are encouraged to specify preferred tasks prior to the event and may refuse tasks that they feel uncomfortable doing or are unable to do at any time.

**Time Commitment:** Event day only

## D. Standing Committees

OCTEVAW works towards its goals by welcoming member agencies, ex-officio participants, individual members and women survivors of violence to sit on and contribute to our Standing Committees:

### 1. Advocacy and Public Engagement Standing Committee

Initiates and coordinates advocacy, public education and communication efforts designed to effect systemic changes related to women's equality rights and to promote understanding of VAW issues within the community.

### 2. Justice Standing Committee

Initiates and coordinates efforts which focus on the safety of women and children who have experienced abuse, their legal needs and interactions with the legal system.

### 3. Front-Line Support Standing Committee

Initiates and coordinates efforts to improve front-line VAW services in Ottawa through enhanced coordination and accountability.

Generally, each Standing Committee meets once a month. Volunteers on these committees are mostly front-line workers who are members of OCTEVAW's partner agencies. Members of the public are welcome to inquire about joining a committee if they have relevant experience or expertise to bring to the table. To become a standing committee member, please contact the Executive Director of OCTEVAW directly at [ed@octevaw-cocvff.ca](mailto:ed@octevaw-cocvff.ca)

**Time Commitment:** Approximately 3-7 hours per month

## E. I can MANifest Change

OCTEVAW's MANifest Change Project positively engages men and boys to prevent gender-based violence. Many men want to help build a violence-free community and MANifest Change connects male-identifying people with the skills and resources to be part of the solution. As male allies, we learn from women and LGBT2QI+ advocates, practice accountability and hone our skills to prevent common situations of GBV. Volunteer intakes are carried out by the MANifest Change Project Coordinator. A **police record check** for the vulnerable sector is required. There are three ways to get involved:

### 1. Help organize and spread awareness

- Attend regular gatherings of men to educate ourselves about preventing GBV, practice accountability, strengthen and encourage each other
- Join OCTEVAW's Public Engagement Committee to help organize community awareness campaigns
- Get involved in fundraising to support OCTEVAW's member agencies, e.g. join a cycling team in the annual Ottawa Rape Crisis Centre Spin-a-thon

**Time Commitment:** Varies, event-based

### 2. Accompany women and LGBT2QI+ advocates

At times, women and LGBT2QI+ advocates invite us to accompany them to events where our presence helps other men take GBV seriously, and reduces the possibility that audience members will harass advocates. Effective accompaniment is about demonstrating how men can respectfully engage in preventing GBV.

1. Complete the MANifest Change volunteer intake process
2. Participate in accountability meetings and coaching check-in's with OCTEVAW staff
3. Participate in Orientation and Active Bystander Training (7hrs, once a year)
4. Join female and LGBT2QI+ advocates at events that benefit from the presence of male allies, e.g. Project Soundcheck trainings, Shine the Light events, December 6 Vigil

**Time Commitment:** 24-30 hours/year, daytime, evenings and weekends

### 3. Facilitate male ally workshops with youth

We offer MANifest Change Conversations workshop series in high schools to all-male and mixed-gender groups. Lead conversations about positive masculinity, consent and active bystander skills.

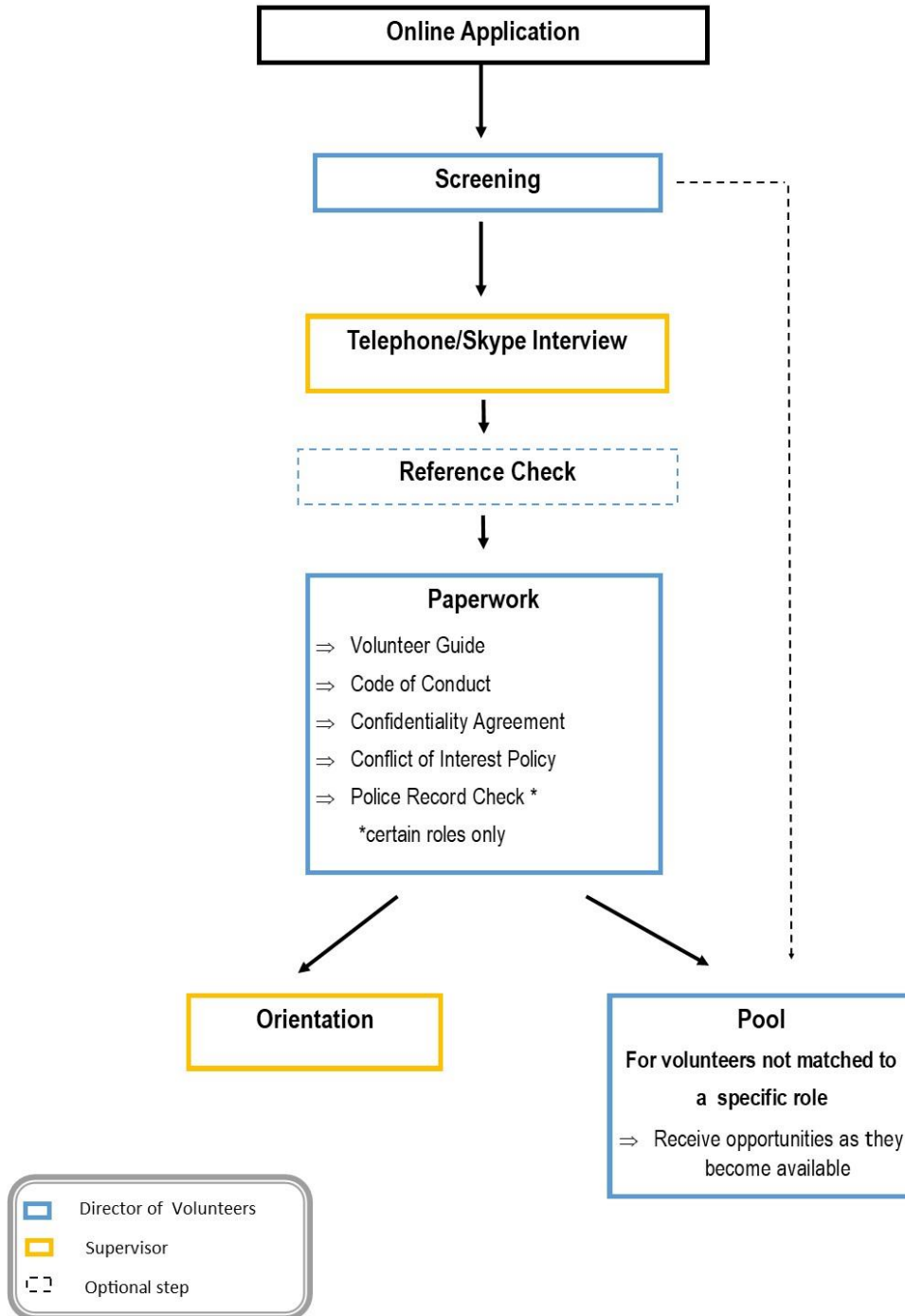
1. Complete the MANifest Change volunteer intake process
2. Participate in accountability meetings and coaching check-in's with OCTEVAW staff
3. Participate in Orientation and MANifest Change Facilitator Training (20hrs)
4. Co-facilitate community, school and campus workshop series with other volunteer facilitators

**Time Commitment:** 40-60 hours/year; Evenings and/or weekdays

Learn more about the MANifest Change programs at [www.manifestchange.ca](http://www.manifestchange.ca)

## 4. Volunteer Process

### A. Application Process



## B. Orientation and Training

The Director of Volunteer Management (or designate) will:

1. Screen potential volunteers
2. Match volunteers to positions
3. Provide forms to sign
4. Conduct Reference checks
5. Send new opportunities to volunteers in the pool

If applicable, the supervisor will:

1. Interview volunteer
2. Provide portfolio/program-specific orientation to volunteer
3. Provide ongoing supervision and training

## C. Volunteer Forms

As a volunteer, you will be expected to read, sign and return:

1. A Confidentiality Agreement (Appendix A)
2. Conflict of Interest Policy (Appendix B)
3. Rules of Engagement (Appendix C)
4. Criminal Record Check for the vulnerable sector (only for Directors of the Board and MANifest Change Volunteers)\*

\*OCTEVAW will submit a criminal record check on your behalf at no charge

## 5. Accessibility & Accommodations

OCTEVAW is committed to be an inclusive workplace, providing accommodations for people with disabilities. If you require an accommodation, we will work with you to meet your needs as best we can. Accommodation requests should be directed to the Director of Volunteer Management or to your supervisor, if applicable.

The accommodation process is a shared responsibility, and everyone involved must work cooperatively, share information, and work towards potential accommodation solutions. OCTEVAW will provide accommodation as appropriate using a consultative approach that involves the organization, the individual, and as appropriate, any third parties that are required to assist in the accommodation process.

Volunteers who need an accommodation are encouraged to:

- Inform their supervisor of their accommodation needs;
- Identify the general nature of any specialized services required, and the frequency of these services;
- Assist OCTEVAW in finding the most appropriate means of accommodating their needs;
- Notify OCTEVAW if accommodation needs are no longer required.

Requests for accommodation may involve disclosing private or highly sensitive information. OCTEVAW will keep all requests for accommodation confidential, and will ask volunteers requesting accommodation only for information required to establish the foundation of the accommodation request, and to respond appropriately to the request.

## 6. Conflict Resolution

OCTEVAW recognizes that conflict exists in all organisations, and strives to support its staff and volunteers to be proactive in resolving and learning from conflict.

### A. Steps to Conflict Resolution

The parties should attempt to resolve the conflict, firstly by civil discussion with the goal of reaching a resolution. Should this not be possible, the volunteer is to advise their supervisor of the activity/behaviour and that supervisor will take the necessary steps to resolve the conflict.

1. Clarify what the disagreement is
2. Establish a common goal for both parties
3. Discuss ways to meet the common goal
4. Determine the barriers to the common goal
5. Agree on the best way to resolve the conflict
6. Acknowledge the agreed upon solution and determine the responsibilities each party has in the resolution

### B. Progressive Discipline

Staff and volunteers are expected to make every reasonable effort to resolve conflict on an informal basis. However, if an informal approach is not satisfactory to one or more parties to the conflict, a series of increasingly more formal steps to conflict resolution may be taken by OCTEVAW, including but not limited to:

1. Coaching
2. Verbal warning
3. Written warning

4. Re-assignment (if appropriate)
5. The mutual recognition that the volunteer must resign
6. Dismissal

Where a volunteer's behavior is contrary to OCTEVAW's values or mission, or is clearly unacceptable because it is unsafe, illegal, abusive, discriminatory, dangerously careless, causing harm, or putting people or the organization at risk, OCTEVAW can terminate their volunteer term, without warning.

### C. Filing a Complaint

As a volunteer, should you have a concern or a grievance that has not been resolved through informal means, or through guidance from your direct supervisor, you may choose to file a formal complaint in writing to OCTEVAW. You can find The Complaint Form on the website, or you can request a hard copy of the form by contacting the office. Formal complaints are brought to the attention of the board, and you will be advised in writing of the outcome of your complaint.

You may also submit feedback anonymously, through the 'Feedback' section of our website. Please note that even though OCTEVAW takes anonymous feedback seriously, there is no formal follow up for this option.

Please ensure that your complaint is relevant to the mission and scope of work of the organization, and that it relates to something OCTEVAW can take action on. Complaints should be marked "Confidential" and either submitted on our website where they will be received by our Executive Director, or mailed to:

OCTEVAW Complaints Committee  
250 City Centre, Suite 601 Ottawa, ON, K1R 6K7

You can find the Complaint Form, and more details about OCTEVAW's Complaint Policy on our website, at: <http://www.octevaw-cocvff.ca/about/governance>

## 7. Contact

For questions regarding volunteering please contact the Board Director for Volunteer Management by email at: [volunteer-engagement@octevaw-cocvff.ca](mailto:volunteer-engagement@octevaw-cocvff.ca)

For any other questions, or to speak to someone by telephone, please contact the OCTEVAW office, at 613-237-1000 or [info@octevaw-cocvff.ca](mailto:info@octevaw-cocvff.ca)

## Appendix A

### OCTEVAW Confidentiality Agreement

I, \_\_\_\_\_, in consideration of The Ottawa Coalition to End Violence Against Women agreeing to engage you as a volunteer (the “**Engagement**”) and for other good and valuable consideration (the receipt and sufficiency of which are hereby acknowledged), agree as follows:

1. I understand that during the course of my duties with OCTEVAW, I will gain knowledge of, or have access to, information relating to the business and affairs of OCTEVAW, its clients and third parties who may from time-to-time have dealings with OCTEVAW and its clients (such information herein collectively, “**Information**”). The Information, regardless of the form in which it is recorded, transmitted, observed or expressed, or to which it may be converted or transcribed, shall include, without limitation, written and electronically stored or accessible information and data, and includes the name and identity of all such clients and third parties.
2. I acknowledge that all Information is strictly confidential, and I agree that I shall not reveal to any person or entity, or use any Information at any time, except as expressly directed by OCTEVAW or as may be required by law.
3. I acknowledge and agree that my obligation of confidentiality under paragraph 2 is of indefinite duration and that I will never disclose any Information to any person or entity, except as expressly directed by OCTEVAW or as may be required by law.
4. I undertake and agree that no Information will be distributed, altered, copied, interfered with or destroyed, except in accordance with the instructions of OCTEVAW.
5. I agree to use extreme caution with, and take all steps to safeguard, the confidentiality of any part of the Information that may come into my possession at any time or in any place, and in particular when using any type of electronic device or when performing my duties outside the office of OCTEVAW
6. I understand and agree that compliance with this agreement is a condition of my volunteering with OCTEVAW and that failure to comply strictly with each term of this agreement may result in the termination without notice of my volunteer duties with OCTEVAW.

**Signature (of volunteer):**

**Print Name (of volunteer):**

**Date:**

## Appendix B

### OCTEVAW Conflict of Interest Policy

#### **Purpose**

The purpose of this policy is to help board members and other volunteers of OCTEVAW to effectively identify, disclose and manage any actual, potential or perceived conflicts of interest in order to protect the integrity of OCTEVAW and manage risk.

#### **Objective**

The OCTEVAW board, committee of management or other governance structure as relevant (called the 'board' in this policy) aims to ensure that board members and other volunteers are aware of their obligations to disclose any conflicts of interest that they may have, and to comply with this policy to ensure they effectively manage those conflicts of interest as representatives of OCTEVAW.

#### **Scope**

This policy applies to the board members of OCTEVAW, and other volunteers as applicable.

#### **Definition of conflicts of interests**

A conflict of interest occurs when a person's personal interests conflict with their responsibility to act in the best interests of OCTEVAW. Personal interests include direct interests as well as those of family, friends, or other organizations a person may be involved with or have an interest in (for example, as a shareholder). It also includes a conflict between a board member or other volunteer's duty to OCTEVAW and another duty that this person has (for example, to another organization). A conflict of interest may be actual, potential or perceived and may be financial or non-financial.

These situations present the risk that a person will make a decision based on, or affected by, these influences, rather than in the best interests of OCTEVAW and must be managed accordingly.

#### **Policy**

This policy has been developed because conflicts of interest commonly arise, and do not need to present a problem to OCTEVAW if they are openly and effectively managed. It is the policy of OCTEVAW as well as a responsibility of the board, that ethical, legal, financial or other conflicts of interest be avoided and that any such conflicts (where they do arise) do not conflict with the obligations to OCTEVAW.

OCTEVAW will manage conflicts of interest by requiring board members, and other volunteers as applicable, to:

- avoid conflicts of interest where possible
- identify and disclose any conflicts of interest
- carefully manage any conflicts of interest, and



- follow this policy and respond to any breaches.

### **Responsibility of the board**

The board is responsible for:

- establishing a system for identifying, disclosing and managing conflicts of interest across OCTEVAW
- monitoring compliance with this policy, and
- reviewing this policy on an annual basis to ensure that the policy is operating effectively.

OCTEVAW must ensure that its board members are aware of the ACNC governance standards, particularly governance standard 5, and that they disclose any actual or perceived material conflicts of interests as required by governance standard.

### **Identification and disclosure of conflicts of interest**

Once an actual, potential or perceived conflict of interest is identified, it must be entered into OCTEVAW's register of interests, as well as being raised with the board. Where all of the other board members share a conflict, the board should refer to governance standard 5 to ensure that proper disclosure occurs. The register of interests must be maintained by the Executive Director, and record information related to a conflict of interest (including the nature and extent of the conflict of interest and any steps taken to address it).

### **Confidentiality of disclosures**

- Action required for management of conflicts of interest
- Conflicts of interest of board members

Once the conflict of interest has been appropriately disclosed, the board (excluding the board member or volunteer disclosing and any other conflicted board member) must decide whether or not those conflicted board members or volunteers should:

- vote on the matter (this is a minimum),
- participate in any debate, or
- be present in the room during the debate and the voting.

In exceptional circumstances, such as where a conflict is very significant or likely to prevent a board member or other volunteer from regularly participating in discussions, it may be worth the board considering whether it is appropriate for the person conflicted to resign from the board/OCTEVAW.

### **What should be considered when deciding what action to take**

- In deciding what approach to take, the board will consider whether the conflict needs to be avoided or simply documented
- whether the conflict will realistically impair the disclosing person's capacity to impartially participate in decision-making

- alternative options to avoid the conflict
- OCTEVAW's objects and resources, and
- the possibility of creating an appearance of improper conduct that might impair confidence in, or the reputation of OCTEVAW.

The approval of any action requires the agreement of at least a majority of the board (excluding any conflicted board member/s) who are present and voting at the meeting. The action and result of the voting will be recorded in the minutes of the meeting and in the register of interests.

**Compliance with this policy**

If the board has a reason to believe that a person subject to the policy has failed to comply with it, it will investigate the circumstances.

If it is found that this person has failed to disclose a conflict of interest, the board may take action against them. This may include seeking to terminate their relationship with OCTEVAW.

If a person suspects that a board member or other volunteer has failed to disclose a conflict of interest, they must bring it to the attention of the Chair and Executive Director. Should either of those people be suspected of non-disclosure the activity must be share with the Director, Human Resources.

**Signature (of volunteer):**

**Print Name (of volunteer):**

**Date:**

## Appendix C

### OCTEVAW Rules of Engagement

In order to be a volunteer with OCTEVAW, it is critical for you to be aware of and respect the mission, vision and values of OCTEVAW and the goals of our organization and its membership.

In signing this document, the volunteer agrees to:

1. Abide by OCTEVAW's mission, vision and values. <http://www.octevaw-cocvff.ca/about/about-us-and-our-mission-vision-and-values>
2. Be aware that you are representing yourself, and OCTEVAW when volunteering.
3. Adhere to all of OCTEVAW's organizational policies.
4. Abide by OCTEVAW's Conflict of Interest policy and inform the Executive Director if conflict arises.
5. Maintain confidentiality about your experiences except with fellow volunteers, the Board of Directors and the Executive Director of OCTEVAW.
6. Demonstrate sensitivity to and an understanding of the dynamics of violence against women, woman abuse, sexual violence and intimate partner violence.
7. Be accountable to the Director of that portfolio and the Executive Director of OCTEVAW.
8. Adhere to the guidelines as set out by OCTEVAW (Human Resources Policy, Finance Policy and Membership Policy and By-Laws)
9. Accept the ability of Executive Director of OCTEVAW to dismiss you as a volunteer should you fail to meet the expectations as set out by Director of that portfolio.
10. Be free of any real or perceived conflict of interest.
11. Consent to a criminal record check with the Ottawa Police via OCTEVAW's internal processes (Certain roles only).

**Signature:**

**Print Name:**

**Date:**