

## MEMORANDUM OF UNDERSTANDING

Between

**St. Albert Community Information & Volunteer Centre and**

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(Referral Agency)

### **CIVC...**

- Maintains current information on the referral agency's purpose, programs and volunteer needs as provided by the referral agency.
- Accepts requests for volunteers from organizations, as outlined in the CIVC Volunteer Recruitment & Referral Policies.
- Will not accept direct volunteer referral requests from individuals. They will be referred to an agency that can make the request on their behalf.
- Publicizes, at their discretion, requests for volunteers in available media.
- Interviews potential volunteers to ensure appropriate referrals.
- Provides follow-up with volunteers/referral agencies at regular intervals to determine satisfaction.
- Offers consultation and assistance in volunteer recruitment, supervision, training, recognition, record keeping, management and problem solving.
- Provides a resource library and information on volunteerism.
- Promotes volunteerism, and recognition of volunteers for the valuable contribution to our community.

### **The Referral Agency...**

- Designates one person to act as the Volunteer Coordinator, who will be the point of contact for CIVC Volunteer Services.
- Arranges a personal interview for referred volunteers.
- Notifies CIVC immediately of the suitability of referred volunteers.
- Provides volunteers with an orientation to your agency, a job description, training, supervision, recognition and evaluation necessary for effective volunteer service and satisfaction.
- Respects the rights of volunteers.
- Ensures staff accepts and cooperates with volunteers.
- Promptly notifies the CIVC of any changes to agency information (mailing address, phone numbers, contact person).
- Provides CIVC with requests for each volunteer position available in a timely fashion.
- Provides CIVC statistical and evaluation information on volunteer referrals when requested.
- Ensures appropriate screening procedures are in place, based on the organization's needs.
- Is responsible for screening all volunteers referred by CIVC, and accepted to their organization.

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CIVC Director of Volunteer Centre Services

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Agency Coordinator of Volunteers

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Date

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Date

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Fax Number

\* Please complete and fax to 780-460-1365