



Volunteer Handbook



Welcome

Welcome and thank you for choosing to volunteer with Anxiety Canada. Volunteers are an integral part of our organization; without the help of our volunteers, it wouldn't be possible for us to support the many individuals who rely on our organization for evidence-based resources.

Anxiety Canada's Board of Directors and Scientific Advisory Committee, who themselves are volunteers, as well as our employees acknowledge the vital role that volunteers play in achieving Anxiety Canada's mission. We hope you find your volunteer role with us to be fulfilling and your experience rewarding and beneficial to you both personally and professionally.

This volunteer handbook will provide you with information about our organization and volunteer program. If you have any questions, please feel free to speak with me or your Program Lead.

Judith Law

Executive Director

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1. About Anxiety Canada

The Anxiety Association of Canada - Association Anxiété Canada (Anxiety Canada) is a registered charity established in 1999 by a group of concerned individuals, family members, and health professionals. The association's mission is to promote awareness of anxiety disorders and support access to evidence-based resources and treatment.

Anxiety Canada is a Canadian leader in developing online, self-help, and evidence-based resources on anxiety and anxiety disorders. The organization promotes understanding about anxiety and anxiety disorders through general information sessions, professional seminars, and workshops, offered throughout the year. The organization is the developer of [MindShift CBT](#) which helps Canadians manage anxiety using step-by-step strategies based on psychological treatment.

Anxiety Canada Health Literacy and community programs are funded through donations and grants and receive support for health literacy through the Provincial Health Services Authority.

1.1 Programs and Services

Anxiety Canada is pleased to provide the following programs and services:

- Provide access to resources for people with anxiety through navigation support
- Develop and disseminate health literacy tools and online resources
- Create a dialogue with the public through social media
- Participate in information sessions
- Facilitate talks and workshops in community and school settings
- Promote MindShift CBT and support use of it
- Participate in the BC Partners for Mental Health and Addiction Services, a group of 7 provincial non-profit organizations working in mental health



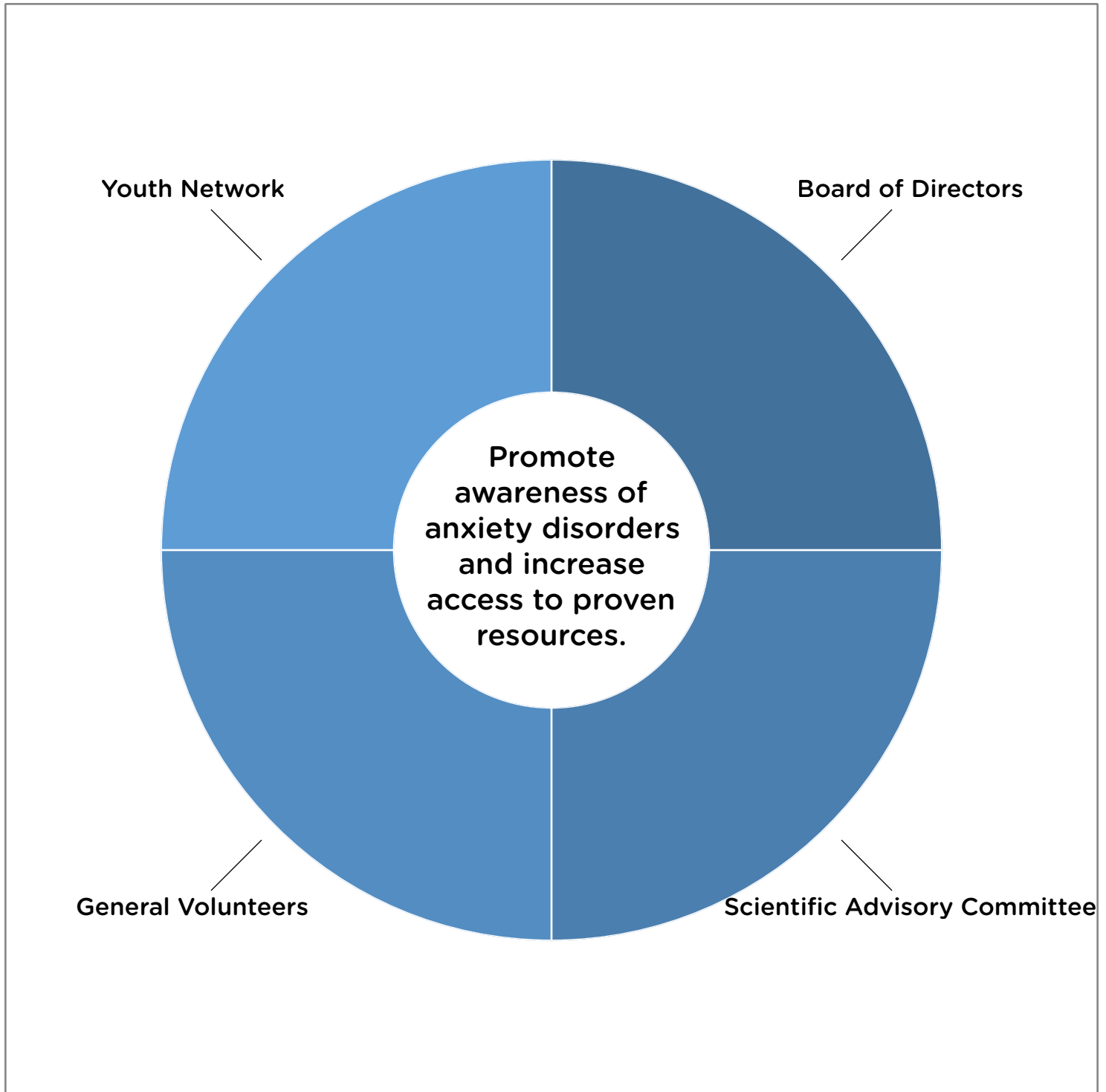
2. Anxiety Canada Volunteer Program

Anxiety Canada accepts volunteers 16 years of age and older who may serve in many ways including:

- Support our staff at workshops and seminars
- Share personal lived experience with anxiety at workshops and with the media
- Review online resources and content
- Assist with fundraising events and campaigns
- Support communication and marketing initiatives
- Contribute to specific community programs

3. Volunteer Structure

Anxiety Canada has an elected volunteer Board of Directors. The Scientific Advisory Committee is also comprised of volunteers. All our volunteers support the mission of Anxiety Canada.



4. Roles and Responsibilities

As a volunteer with Anxiety Canada, you can expect the following:

- To be treated fairly, equally, and with respect
- To receive training, support, and access to information for your volunteer role
- To be provided with a safe and supporting environment
- To receive ongoing guidance, feedback, and recognition from staff

In return, we ask that you:

- Take your commitment to our organization to heart, performing your duties to the best of your ability
- Respect confidentiality
- Respect Anxiety Canada's mission and goals
- Deal with conflicts or difficulties in an appropriate manner as outlined in this handbook
- Respect Anxiety Canada's property
- Be courteous, friendly, and cooperative
- Offer constructive feedback about our organization in an appropriate manner
- Be willing to learn and take part in orientation and training sessions
- Follow through on commitments and advise your supervisor if you are unable to fulfill your commitment (preferably 24 hours' notice minimum)
- Treat co-workers and volunteers, clients, and members of the public fairly and without discrimination
- Comply with the policies and procedures of the organization

5. Code of Conduct

This code of conduct is designed to inform you of the professionalism, ethics, and values that are expected from our volunteers. The Volunteer Agreement (Appendix A) highlights the following three important policies and procedures related to your services:

- Standards
- Confidentiality
- Conflicts and Differences

5.1 Alcohol/Substance Abuse

Volunteers are prohibited from working while their ability is impaired by the influence of any alcoholic beverage or drugs. Should this situation arise, the services of the volunteer will be terminated.

5.2 Harassment

Anxiety Canada is committed to providing a supportive work environment that is free of harassment.

Harassment involves any unwanted physical or verbal behaviour that offends or humiliates a person.

Any related matters should be raised with the Executive Director.

5.3 Media Enquiries

All radio, television, and social media enquiries related to the organization and its programs must be directed to Media@AnxietyCanada.com

5.4 Information Technology Usage

Anxiety Canada will provide the technical equipment necessary for you to do your job. On occasion, you may be asked to use your laptop, camera, or mobile phone.



5.5 Reimbursement of Expenses

You will be reimbursed for reasonable transportation-related expenses incurred while travelling to or from an event in the provision of your services, upon satisfactory documentary proof of the expense. For any expenses, the organization will only provide reimbursement where you have obtained the prior written authorization of your supervisor.

5.6 Volunteer recognition

Anxiety Canada endeavours to recognize and celebrate its volunteers both formally and informally. Volunteer achievements and dedication will be acknowledged by way of certificates, letters, and in person.

5.7 Photo releases

Prior consent to use your photograph for the organization's promotional campaigns, newsletters, or website is applied unless otherwise requested by you to the Executive Director.

5.8 Volunteer Records

All written or computerized information of the organization's volunteers are confidential and filed.

Requests for references can be made to your supervisor or the Executive Director.

5.9 Volunteer Hours and Shifts

The hours completed by volunteers vary depending on the requirements of the project and position.

The hours and days of week will be discussed and agreed upon in advance.

5.10 Leaving the Volunteer Program

To resign from your position, we would appreciate that you provide the Executive Director with 72 hours' notice of resignation as a volunteer.



5.11 Volunteer Disciplinary Action and Dismissal

In the event there is a need to address a conflict or breach in the Volunteer Agreement, the Executive Director will address this verbally and/or to you in writing.

5.12 Dress Code

While work attire is casual at our organization, all volunteers should maintain appropriate standards of neat and professional dress and grooming. We may request specific attire for exclusive events.



6. Office Information

Hours of Operation:

Monday to Friday - 9:00 am to 5:00 pm

Weekends - Hours will be determined by program needs

Public Holidays - Closed

Office Address & Contact:

811 - 402 West Pender Street

Vancouver, B.C. V6B 1T6

Phone : 604-620 0744

Email : Volunteer@AnxietyCanada.com

Website: www.AnxietyCanada.com