



**Access Alliance**  
Multicultural Health and Community Services

*HEALTH WITH DIGNITY*

# ***VOLUNTEER MANUAL 2016***

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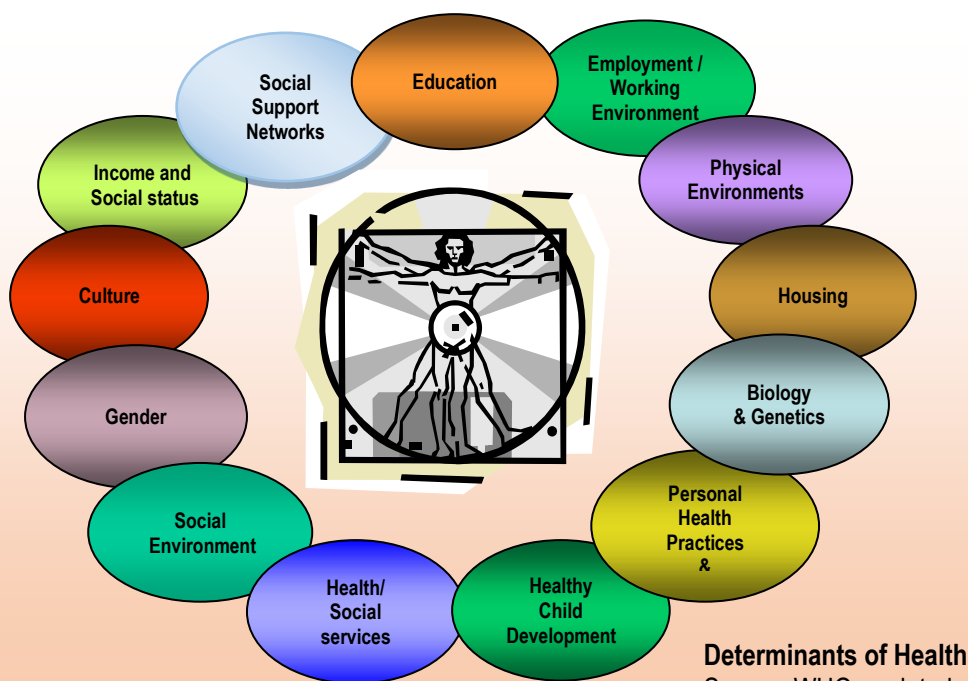
## Our History

Access Alliance Multicultural Health and Community Service had its humble beginning in 1989 as a community health centre for immigrants and refugees new to Canada who face challenges accessing healthcare services. Access Alliance Multicultural Health and Community Services is a non-profit organization that is governed by a volunteer Board of Directors. As part of a primary health care team; staff, students, volunteers, clients and community partners work together to promote good health.

Good health contributors include:

**Peace**  
**Safe and affordable housing**  
**Enough healthy food to eat**  
**Enough income to live**  
**A healthy environment**  
**Social justice and equity**  
**Social support**

We support individuals and communities to meet these basic needs through a diverse range of health, social, and community programs.



## Our Vision

To ensure Toronto's diverse communities achieve health with dignity.

## Our Mission

Access Alliance Multicultural Health and Community Services primary focus is to improve the health outcomes for the most vulnerable immigrants, refugees and their communities. We do this by facilitating access to services while addressing systemic inequities.

## Our Values

We believe that:

- All people should have access to the resources and supports they need.
- Anti-oppression principles strengthen our work.
- The strength and resilience of immigrants and refugees enriches our City.
- Innovation thrives in a diverse environment.
- Diverse sources of knowledge inform our practice.
- Collaboration broadens our impact.
- We are accountable for the provision of high quality services and programs.

## Anti-Oppression Policy

We work from an anti-oppression perspective and employ several strategies that ensure clients, staff, students, and volunteers feel respected and are free from discrimination.

Volunteers must respect our **Anti-Oppression Policy** and are required to attend an **anti-oppression training** during their time as a volunteer. Volunteers can make a formal complaint through our **Human Rights Policy and Complaints Process**.

### What is oppression

People grow up learning ways of defining themselves and others from their parents, teachers, peers, the media, and the dominant culture around them. Based on these learned behaviours, people identify others as belonging to certain groups. People also develop prejudices about individuals based on what groups they are seen to belong to. An example would be if someone said people of a certain race aren't suited to a certain job.

If the way someone is defined by themselves or others benefits them socially and makes their lives easier, they have privilege and social power. If somebody is excluded, or experiences discrimination, violence, poverty, self-hatred, hurt, or other trauma because of how they are defined by others, they are oppressed. Oppressed people have to battle with how dominant groups see them all the time.

Oppression is so much a part of the dominant culture that its workings are often invisible. Often, people with privilege don't even know that their perceptions and actions are shaped by

prejudice or that they are hurting others, but whether they are aware or not, they are still responsible for oppressing other people.

Oppression is built into the way our society works. People who face oppression confront it every day in every aspect of the dominant culture. How we experience and participate in our society is determined by whether we are privileged or oppressed. Everyday life choices and experiences; such as what type of job someone can get, where they live, what hours they work, how police treat them, what help they can get if they are in trouble – are shaped by oppression. Additionally, when people have less access to power, stereotypes about them are reinforced – that they are poor, not good at certain kinds of work, and so on.

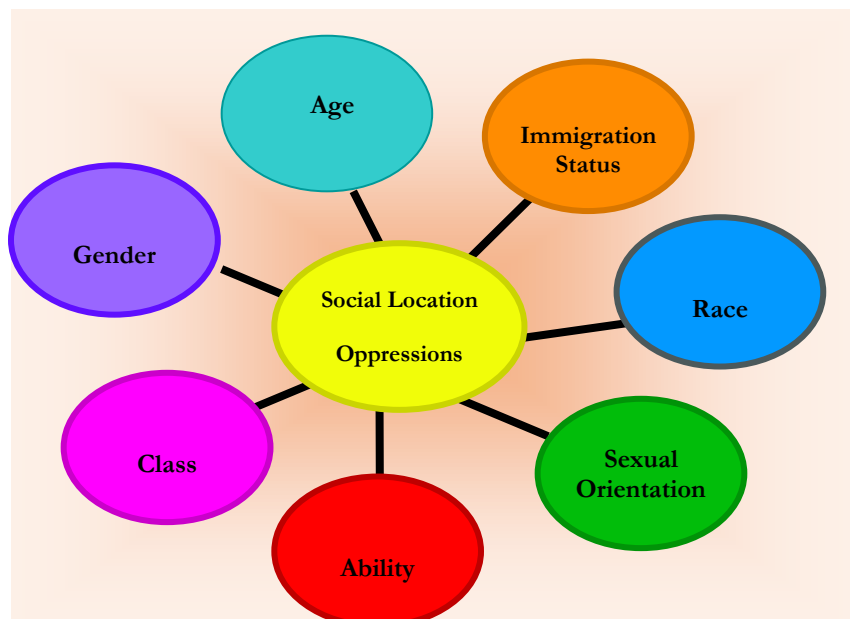
Part of social power is that the values and culture of privileged groups seem "normal" or "natural," while people who face oppression are seen as being different from what is "normal." When history is taught, the story of the dominant culture is put at the centre, and people who face oppression are often ignored. This further contributes to ignorance which strengthens the cycle of oppression.

#### Ways that oppression is experienced and maintained include:

- exclusion
- violence
- exploitation
- silencing
- powerlessness

#### Oppression can be based on:

- race
- ethnicity
- creed
- class
- gender
- sexual orientation
- gender orientation
- immigration status
- country of origin
- religion
- mental health status
- age
- ability



These oppressions are built into how Canadian society works. They are linked to each other in a system of interlocking oppressions. We cannot fight against one oppression factor all by itself; hence the struggle against racism must be tied to struggles against other forms of oppression. Equally, any struggle against oppression must be shaped by an anti-racist framework.

There are different kinds of oppression – racism, xenophobia, classism, sexism, homophobia and heterosexism, ableism, and ageism – all cause pain and humiliation. Their consequences are far-reaching. Each form of oppression creates inequality in:

- opportunity
- ability to get asylum
- ability to immigrate
- education
- jobs
- housing
- health care
- social services
- participation in decision-making bodies

Access Alliance recognizes the impact and links between these many forms of oppression.

**Access Alliance is committed to:**

- Eliminating all forms of oppression in its programs and services
- Creating a safe environment where there can be open and respectful participation of staff, clients, volunteers, students, community, and board members
- Advocating for change and ensuring less improvised communities receive proper funding supports for accessing programs services fairly in accordance to their needs.
- Supporting networks, coalitions, community initiatives and other work dedicated to the elimination of oppression in any or all of its forms
- Engaging in anti-oppression training for staff, board, volunteers, and students up front, and as a first priority
- Undertaking education work with Access Alliance's partners, clients, and the general public about the impact of various oppressions
- Challenging various forms of oppression in the media, government campaigns and policies, and in other institutions
- Examining and improving Access Alliance policies, as well as what we do and how we do it, on an ongoing basis to ensure that they comply with this policy.



## Immigrants and Refugees in Canada and Access Alliance

Canada is a bright and progressive multicultural society, where people of different races, ethnic origins, creeds, casts, religions and languages settle either on a temporary or permanent resident basis. The Immigration program in Canada is based on the *Immigration and Refugee Protection Act 2001 c 27*(IRPA) and its regulations. This act came into force on June 28, 2002. The major categories of immigration include:

- Family class
- Economic immigrants including Skilled workers, Provincial and territorial nominees and Live-in caregivers:
- Refugees:
- Temporary residents:

The difference between immigrant and refugee is that an immigrant is a person who chooses to settle permanently in another country whereas refugees are forced to flee.

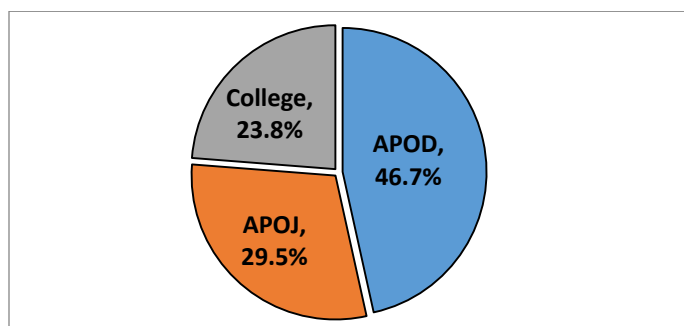
## Access Alliance clients

Access Alliance delivers services in neighbourhoods where there are limited resources in place to support settlement and integration. Our clients are living in poverty, have difficulty with or are not fluent in English, and have little social or community supports. We are committed to and work to improve health outcomes for the most vulnerable immigrants, refugees and their communities who are coming from various countries of origin and at different levels of immigration status.

## Overall Findings for Clients

Access Alliance has three locations- referred to as AccessPoint on Jane (APOJ), College, and Access Point on Danforth (APOD). In total, 10,040 clients have visited the programs and services of Access Alliance over the past 3 years across these three locations.

**Figure 1** Distribution of Clients across Three Locations (N=10,040)



## PROFILE OF CLIENTS

This section provides an overview of client socio-demographic characteristics.

### Age and Gender Distribution of Active Clients

Average age of the active clients is 33.9 years (Median 34 years and mode 36). Over 40% of clients were in the age group 25 - 44 years (Table 1), overall gender distribution (Table 1) of active clients showed 56.8% female, and 0.1% “transgendered” or “other”.



**Table 1:** Overall Distribution of Active Clients by Gender and Age Group



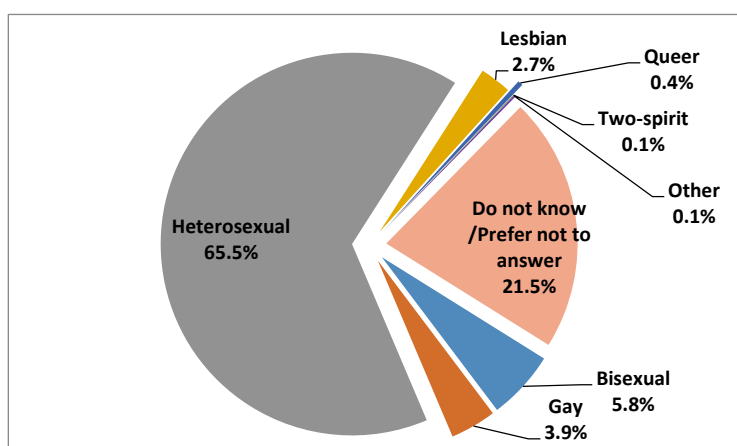
Clients' Age in Year	Gender				Total
	Female	Male	Transgender	Other	
<b>Up to 14</b>	839 (8.4%)	956 (9.5%)	0	0	1,796 (17.9%)
<b>15-24</b>	726 (7.2%)	552 (5.5%)	0	1	1,281 (12.8%)
<b>25-44</b>	2,653 (26.4%)	1,624 (16.2%)	1	3	4,281 (42.6%)
<b>45-64</b>	1,153 (11.5%)	933 (9.3%)	0	1	2,089 (20.8%)
<b>65 and above</b>	331 (3.3%)	255 (2.5%)	0	0	586 (5.8%)
<b>Missing</b>	2	4	0	1	7 (0.1%)
<b>Total</b>	<b>5,704 (56.8%)</b>	<b>4,324 (43.1%)</b>	<b>1</b>	<b>6 (0.1%)</b>	<b>10,040 (100%)</b>

### Sexual Orientation

As shown in Figure 2, among the respondents, 65.5% self-identified them as heterosexual, while 21.5% did not know or preferred not to answer for this question. Over 12% of the clients self-identified themselves as the members of the LGBTQ+ community.



**Figure 2:** Distribution of Clients by Self-identified Sexual Orientation



## Preferred Language

Preferred languages reported by the registered active clients are displayed in table 2.

**Table 2:** Preferred Languages across Locations of Access Alliance for Active Clients

<b>Corporate (n=9,982)</b>	<b>APOD (n=4,636)</b>	<b>College (n=2,385)</b>	<b>APOJ (n=2,961)</b>
<b>English (4,666; 46.7%)</b>	English (2,263; 48.8%)	English (1,021; 42.8%)	English (1,382; 46.7%)
<b>Spanish (913; 9.1%)</b>	Bengali (618; 13.3%)	Portuguese (290; 12.2%)	Spanish (533; 18.0%)
<b>Bengali (657; 6.6%)</b>	Farsi (206; 4.4%)	Farsi (233; 9.8%)	Karen/ Sgaw (159; 5.4%)
<b>Farsi (471; 4.7%)</b>	Spanish (200; 4.3%)	Arabic (184; 7.7%)	Portuguese (152; 5.1%)
<b>Portuguese (456; 4.6%)</b>	Arabic (150; 3.2%)	Spanish (180; 7.5%)	Somali (135; 4.6%)
<b>Arabic (382; 3.8%)</b>	Urdu (147; 3.2%)	Mandarin (58; 2.4%)	Hungarian (74; 2.5%)

## Activities of Language Services for the Clients of Access Alliance

Language Services provides translation, sight translation, on-site interpretation, over-the-phone interpretation (OPI), and video remote interpretation services for both the clients of Access Alliance (internal) or all other Access Alliance Language Services customers (external). Data for the FY 2014-2015 is shown in Table 3.

**Table 3:** Activities of Language Services for the Clients of Access Alliance

LANGUAGE SERVICES

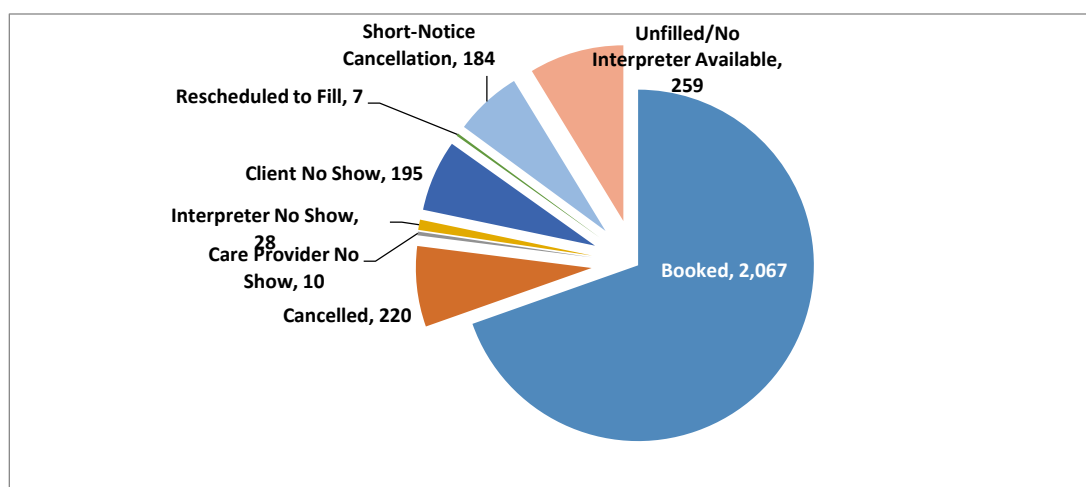
FY 2014-2015

<b>Languages offered</b>		102
<b>Interpretation provided for Access Alliance clients</b>	On-site RIO	2,067 3,026
<b>Document Translation</b>		27 (91 assignments)

<b>Top languages requested for on-site interpretation (N=2,970)</b>	Farsi	508 (17.1%)
	Hungarian	338 (11.4%)
	Spanish	335 (11.3%)
	Sgaw(Karen)	304 (10.2%)
	Dari	214 (7.2%)
	Portuguese	203 (6.8%)
<b>Top languages that were requested for on-site interpretation, but unfilled / no interpreters available (N=2,970; n=259; 8.7%)</b>	Farsi	6%
	Hungarian	7%
	Spanish	0
	Sgaw(Karen)	13%
	Dari	4%
	Portuguese	1%

Overall, the Language Services completed 69.6% of the on-site interpretation service requested by the clients of Access Alliance, and 8.7% were unfilled/ no interpreter was available (Figure 3). Farsi was the most frequently requested language internally, followed by Hungarian and Spanish. Other top languages requested internally this year include Sgaw, Dari, Portuguese, Arabic, Somali, Nepali, and Tigrinya in order.

**Figure 3:** Distribution of the On-site Interpretation Requests by Access Alliance Clients



## Programs, Services and Initiatives at Access Alliance

- Primary Health Care Services
- Community Health Programs:
  - Families with young children
  - Women
  - Lesbian, Gay, Bisexual, Trans, Queer (LGBTQ) newcomers
  - Youth
  - Nutrition

- Settlement Services
- Interpreter Services
- Community-Based Research
- Volunteer Program & Student Placements
- Advocacy and Community Action

**For more information about our many different programs, services and initiatives, please visit our website: [www.accessalliance.ca](http://www.accessalliance.ca)**

If you are an immigrant or refugee, you are also welcome to use our programs and services. If you know someone who is an immigrant or refugee, you are always welcome to tell them about our programs and services too.

## Volunteering at Access Alliance:

Access Alliance currently have approximately 246 active volunteers who contributes in diverse activities of different sectors of this organization.

**Table 4:** Volunteers and Students

Volunteer/ Student	2011	2012	2013	2014-2015
Active volunteers	291	299	202	246
Volunteer hours contributed	4,721	4,002	2,797	7,155
Average number of hours per volunteer	16.2	13.4	13.8	29.1
Student placement	26	39	42	56
Student hours contributed	N/A	6,998	6,532	12,037.5
Average number of hours per Student	N/A	179.4	155.5	215

## Volunteer Rights and Responsibilities

### Volunteer Rights:

- To be respected as valued members of a team
- To have suggestions listened to and taken into consideration
- To be recognized and appreciated
- To receive encouragement and feedback
- To training, support and evaluation

- To confidentiality
- To be given clear direction and guidance about duties, responsibilities and time lines.
- To a reference letter or phone call for duties or actions completed
- To contribute in an environment free from oppression
- To receive adequate training to fulfill expectations related to duties or responsibilities
- To take part in a variety of experiences
- To be heard

### **Volunteer Responsibilities:**

- To be on time and call when not be able to attend
- To sign in when attending
- To follow through on the assigned tasks and to try to do them well
- To participate fully within the parameters of the program, service or action
- To act in accordance with the agency's Mission, Vision, Values and our anti-oppression framework
- To follow agency policies, protocols and guidelines
- To report incidents to your staff support person, especially concerns about safety or abuse
- To help create a comfortable, friendly and welcoming environment for all participants
- To respect the boundaries/limits of volunteer work
- To be flexible in responding to agency needs
- To complete all relevant paperwork connected to the volunteer position

### **Steps to Becoming a Volunteer:**

#### **1. *Check our Current Volunteer Opportunities***

If you are interested in becoming a volunteer, please refer to the "Get Involved" section on our website at [www.accessalliance.ca](http://www.accessalliance.ca) to view current volunteer opportunities. If you are find an opportunity that best suits your interest and/or skills, you can complete the application on-line. If there are no volunteer positions that fit your interest, you can still complete the Volunteer Application Form, and you will be placed on our new volunteer waiting list for up to one (1) year.

#### **2. *Submit a Volunteer Application Form***

After you have submitted your Volunteer Application Form, the Volunteer Coordinator will contact you if there are any suitable volunteer opportunities.

If you wish to volunteer sooner and we cannot find you a volunteer position, you may wish to check the volunteer postings for other organizations at these websites provided:

[www.volunteertoronto.ca](http://www.volunteertoronto.ca) or [www.charityvillage.com](http://www.charityvillage.com)

#### **3. *Attend a Meeting with the Volunteer Coordinator***

If there are volunteer opportunities available for you with Access Alliance, the Volunteer Coordinator will contact you to arrange an in-person meeting or phone interview. This allows us an opportunity to engage with you in order to find the best possible volunteer match for your skills, abilities and/or interests. In addition, you will have a chance to ask questions.

#### *4. Attend a Volunteer Orientation and Core Training*

After you are offered a volunteer position, you will be asked to attend a volunteer orientation. The orientation session is mandatory and covers your rights and responsibilities as a volunteer and includes the relevant policies and declaration forms. For some volunteer positions, you may be asked to attend an orientation or training about your specific volunteer role. We also require all volunteers to attend Core Training to learn more about topics such as Access Alliance's Anti-Oppression Policy and how it can be applied in your volunteer role.

### **Volunteer Forms**

The volunteer/student placement package includes several forms and declaration forms. You will be required to complete and return **ALL** forms to the Volunteer Coordinator prior to your volunteer start date.

Volunteer forms that you **must complete**, sign and return:

- Volunteer Agreement Form
- Conflict of Interest Declaration Form
- Confidential Declaration Form
- AODA Self declaration Form

For some volunteer positions only:

- Police Reference Check - Consent to Disclosure of Personal Information
- Computer Technology Use Protocol
- TB test Result

### **Police Reference Checks**

For some of the volunteer positions may involve you working directly with newcomers, you will need to fill out a declaration form giving your permission for us to request a police reference check. Some positions do not require any police reference check. The Volunteer Coordinator or your staff support person will advise you if this is needed before you start volunteering.

### **Why does Access Alliance do police reference checks?**

To help Access Alliance ensure safety and the wellbeing of people who are receiving our services, we ensure ALL new employees and new volunteers providing services to children or vulnerable adults complete a police reference check. A police reference check cannot, in itself, prevent a person from abusing a position of trust. However, it can tell us whether an individual has a criminal history which could possibly make them unsuitable for positions of trust. **Please note that the presence of a criminal record does not automatically disqualify an individual from a position. The Executive Director, Director, Manager of Human Resources or Volunteer Coordinator will assess each situation to decide to what**

**extent the individual would pose a risk to children and or vulnerable adults.**

Consideration will be given, but not limited to, the following factors:

1. the nature of the offence and the number of convictions;
2. sentence(s) received;
3. the length of time since the most recent conviction;
4. any rehabilitative efforts made by the candidate;
5. any submissions made by the candidate;
6. the specific duties and responsibilities associated with the position and the relevance of the particular criminal conviction to the position;
7. any other factors deemed relevant by the Executive Director or designate

### Who needs a police reference check?

- **ALL** staff at Access Alliance who work with the following programs/teams:
  - Clinical services (including family medicine and chiropody)
  - Social work
  - Community health programs (including health promotion and nutrition)
  - Special projects involving direct contact with children or vulnerable adults
- **ALL** volunteers or students who will be working with children and/or vulnerable adults in the agency's care.

"Vulnerable adults" include all adults who, for different reasons, may have difficulty ensuring their own safety and protection, whether temporary or permanent. These reasons (all of which were defined by the Ministry of Community and Social Services) may include, but are not limited to:

- The presence of physical disability;
- The presence of developmental disability;
- The presence of psychiatric disability;
- The presence of alcohol or substance use;
- The presence of an emotional dysfunction requiring treatment or support; and
- The need for support and services as a result of being a victim of assault/sexual assault.

### How a police reference check is done

When a police reference check is required for your volunteer position, you must sign the police reference check "Consent to Disclosure of Personal Information" form. If you do not wish to sign the form, it does not necessarily mean that you will not be able to volunteer at Access Alliance. It does mean that you will not volunteer unsupervised with children or vulnerable

adults. This may mean that we will have to try to find you a different volunteer position, if a suitable one is available.

Once Access Alliance sends the form to Police Records Management Services, it will take about 5-6 weeks for the police reference check report to be returned. It will be mailed to you directly by Police Records Management Services. Please let the Volunteer Coordinator know once you receive it. You will then have to send a photocopy of the report to:

**Volunteer Coordinator  
340 College St, Suite 500  
Toronto, Ontario, M5T 3A9**

If you prefer, you are welcome to come to one of our three (3) locations to make a free photocopy of the report. You may send it to the address above, or put it in a sealed envelope and give it to the receptionist to give to the Volunteer and Community Relations Coordinator

If you have already had a police reference check done in the past 6 months, please let the Volunteer Coordinator know right away. You will then have to give a photocopy of the report to the Volunteer Coordinator.

The police reference check report is very confidential and only the Human Resources Manager will see it. The Executive Director will also see it if your police reference check report shows that you have a criminal history. No one else at Access Alliance will see it, and it will be filed in a secure location.

The police reference check report will only say if the result is *positive* (which means you have a criminal history) or *negative* (which means you do not have a criminal history). It will not tell us what the crime is. If there is a positive result on your report, it is up to you to give us a copy of the report and tell us what the crime is.

### **What happens if your police reference check result shows that you have a criminal history?**

If there is any criminal history, it does not necessarily mean that you cannot volunteer at Access Alliance. It may mean that you cannot volunteer for some positions and we may have to find you a new position. The Executive Director or assigned designate may decide to share some information with the Volunteer Coordinator, Program Coordinator, or Program Supervisor in order to provide support to you in going through this process, as well as to ensure the protection of Access Alliance clients and members. All efforts will be made to make sure that your information remains confidential.

**The main concern of Access Alliance is a conviction for child abuse, sexual abuse or anything that may put someone at risk.**

However, the conviction is not itself enough to totally reject you from a volunteer position. Other factors would have to be assessed; for example, how long ago the conviction took place, the rehabilitative activities, and work history since the conviction, etc.



We will always discuss any of the possible options with you before any final decision is made about your volunteer role.

## Confidentiality

You are responsible for maintaining the confidentiality of all information you are exposed to while serving as a volunteer, whether this information involves staff, volunteers, program participants or overall agency business.

In order to be placed in a volunteer position, you must comply with and sign the confidentiality agreement form. If you will be handling sensitive information, you may be required to sign a confidentiality agreement every year that you continue to be a volunteer with Access Alliance.

## Volunteer Records

All volunteer information is kept in a secured area. Your volunteer application form, c.v./resume, record of interview and any reference checks, including police reference checks may also be shared with your staff support person. If you stop volunteering, your volunteer files will be kept for up to 1 year, after which time they may be destroyed. Volunteers may view their own files, with the Volunteer Coordinator or designate present.

## Volunteer Training

All Access Alliance volunteers are required to attend Core Volunteer Training to learn more about topics such as Access Alliance's *Anti-Oppression Policy* and how it can be applied in your volunteer role. You will need to attend this training at some point during your time at Access Alliance (preferably at the beginning). We hold these 3-hour trainings several times a year.

You may also receive more specific training or orientation from the staff who will be supporting you in your volunteer position. You must attend any required trainings.

## What Else Do I Have Access to as a Volunteer?

- Support - You will be connected with a staff support person who will be available for day-to-day consultation, support and guidance.
- To ask questions - Feel free to ask questions, give feedback and share ideas with your staff support person or the Volunteer Coordinator. You can also ask for a formal evaluation from your staff support person if you would like.
- Reference letter - You can request a reference letter as a volunteer. Your staff support person can write you a detailed, personalized one. If you will need a general reference letter, you may ask the Volunteer Coordinator. Please give staff a minimum of one week's notice when requesting reference letters.
- Transportation expense – You are entitled to request free TTC tokens every time you volunteer, if you need to travel more than 10 blocks. You can get these from your staff support person, the program secretaries at the front desk, or the Volunteer Coordinator.

- Professional development – During your volunteer assignment, you may have opportunities to attend special events, special workshops and trainings where you can learn new skills or to learn about issues that interest you.
- Access Alliance Member – As a volunteer, you may wish to sign up to become a Member of Access Alliance. If you are interested, speak to the Volunteer Coordinator for more information and for an application form.

## How do I Handle Conflicts or Make a Complaint?

Conflicts are an inevitable part of our work life. Should you experience any form of conflict and/or complaint, it is your responsibility to bring the matter to your related staff support person and/or the Volunteer Coordinator in a timely manner.

There are several manners in how you may choose to handle the conflict or complaint; you may wish to write a formal letter and or speak to the individual involved in the conflict or complaint directly or with the aid of a mediator (a staff member or designate who would be present during the discussion in a neutral manner). If the conflict or complaint cannot be resolved, you can raise the issue with the Executive Director or designate

If the complaint is about a Human Rights issue, please refer to Access Alliance's *Human Rights Policy and Complaints Process*. You can ask for a copy of this policy from the Volunteer Coordinator or from your staff support person at any time, even if it just for your own reference.

You have the right to bring a complaint forward and the right to confidentiality. All complaints and related investigations will be kept confidential.

## Contact Information

Feel free to speak with the Volunteer Coordinator should you have any **questions**, **comments**, **concerns** and/or would like to provide **feedback** for our organization.

**Office:** 761 Jane St. 2<sup>nd</sup> Floor

**Phone:** 416-760-2815 ext. 253

**Email:** [volunteer@accessalliance.ca](mailto:volunteer@accessalliance.ca)

**Website:** [www.accessalliance.ca](http://www.accessalliance.ca)

### Access Alliance Locations & Hours

Site Location	Office Hours
<b>Downtown Office</b> 340 College St., Ste. 500 Toronto, ON M5T 3A9 <b>Phone:</b> 416-324-8677 <b>Fax:</b> 416-324-9074	Mon, Tue: 9:00am to 8:00 pm Wed: 9:00am to 5:00pm ( <i>clinic is open from 1:00-5:00pm only</i> ) Thu, Fri: 9:00am to 5:00pm Sat, Sun: Closed
<b>AccessPoint on Danforth (East Office)</b> 3079 Danforth Ave. Toronto, ON M1L 1A8 <b>Phone:</b> 416-693-8677 <b>Fax:</b> 416-693-1330	Mon, Tue, Thu: 9:00am to 8:00pm Wed: 9:00-5:00 pm( <i>clinic is open from 1:00-5:00 pm only</i> ) Fri: 9:00am to 5:00pm Sat: 10:00pm to 5:00pm
<b>AccessPoint on Jane (West Office)</b> 761 Jane St., 2 <sup>nd</sup> Floor Toronto, ON M6N 4C4 <b>Phone:</b> 416-760-8677 <b>Fax:</b> 416-760-8670	Mon, Tue, Thu: 9:00am-8:00pm Wed: 9:00-5:00 pm( <i>clinic is open from 1:00-5:00 pm only</i> ) Fri: 9:00am to 5:00pm Sat, Sun: Closed

***Welcome to Access Alliance Multicultural Health and Community Services!***

We hope that you have an enjoyable experience with us.