

Literacy Nipissing

Volunteer Orientation Handbook



"Strengthening our community one learner at a time."



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WELCOME LETTER

Welcome to Literacy Nipissing. On behalf of the Board of Directors, the learners, volunteers and staff, we would like to thank you for your willingness to share your time and talents.

Potential Volunteer Tutors:

Literacy Nipissing is a registered, non-profit, charitable organization that provides training to volunteers and matches them with adult learners.

Literacy Nipissing provides an individualized training session with each potential tutor specific to the needs of the learner they will work with. We also provide a Tutor Orientation session to train potential volunteers to become familiar with our tutoring materials. You have an opportunity to work through some online tutoring materials if you choose.

The Program Coordinator will match trained tutors with a student as soon as possible. **TUTORS will not be matched with a LEARNER with whom they would be uncomfortable.**

Tutor Responsibilities:

- work one-on-one with the student a minimum of 2 to 4 hours per week
- a volunteer commitment of up to one year (we know life happens so this can be flexible if needed 😊)
- maintain learner's portfolio binder of work

Note: Literacy Nipissing values your commitment to volunteering with our agency and in return, we will reimburse the cost of your parking while you meet with your learner or perform other volunteer work. Please speak with the Program Coordinator and/or Executive Director regarding reimbursement for parking.

VOLUNTEER TUTOR “WELCOME ABOARD” CHECKLIST

WELCOME TO THE ORGANIZATION (may be completed in training session)

- Welcome and introductions to staff
- Mission, values and vision statements,
- Tutor Job Description
- Current programs and services
- Clients – an overview of who they are, numbers, expectations for learning
- Resource allocation – funding, staff and volunteers
- Interactions and collaborations with other organizations

OPERATIONAL INFORMATION & POLICIES

- Evening Tutor Office Procedures - if applicable
- Standards of Personal Conduct
- Confidentiality
- Data Integrity
- Health & Safety
- Social Media
- Computer Usage
- Anti-Discrimination
- Complaints and Concerns
- Library Materials

PRACTICAL DETAILS

- Tour of facility - if needed
- Parking and transportation details – Parking reimbursement & Training Support for learners
- Use of office equipment and facilities for tutoring purposes
- Security

I acknowledge that I have read and understand the above information.

Date: _____

Signature: _____

Brief History of Literacy Nipissing

A Brief History Literacy Nipissing Over 40 years of Literacy

In November 1978, a group of concerned people got together because they realized that there were many adults in our community needing help with basic reading, writing and math skills.

A program at Canadore College, designed to help lower-level readers, had its funding cut but the need was still there and there were people eager to learn. Canadore College president, Murray Hewgill gave John Brock, who was the director of Adult Training, the job of finding a program that Canadore could sponsor and help. Joan Sharman, a Canadore staff person at the time said the Laubach workshop was chosen because it was the best material and gave better information to untrained volunteers than any other method.

In the early years, Canadore College helped with coordination, a telephone contact number, newsletter printing and mailing, stocking the books, meeting rooms, workshop rooms, and other help as needed. Unfortunately, there was no provincial funding to help with costs. Money for books was raised through bake sales, raffles, and tag day. Today, over 40 years later, we still do these activities to raise money for books and supplies.

On November 4 - 5, 1978 the first Laubach Tutor Training workshop was held at the Teacher's College (now the Correctional Services Building on First Avenue). A record-breaking forty-five people responded to that first call for literacy tutors. At the conclusion of this workshop the North Bay and Area Literacy Council was born, complete with its first President, Executive and Student Tutor Coordinator. The first President was Kaye Montgomery, the first Student/Tutor Coordinator was Al Craig, (a teacher at Canadore). Joan Sharman was president for two years and Student/Tutor Coordinator for several years.

The driving force behind bringing the workshop to North Bay was Canadore College. In 1986, the Council hosted the Laubach Literacy Ontario conference, which was a success with over 90 people from across the province attending. In October 2003 over 200 people attended another provincial conference when we celebrated our 25th anniversary.

The Council was housed by the Literacy Alliance (a network of literacy providers which included Canadore College, Nipissing Board of Education, the Separate Board of Education, and the Council) at 124 Main Street East from 1987 until 1992 when the Council received provincial funding from the Ministry of Education for a part-time Student/Tutor Coordinator and some rent. We set up offices at the historic Scollard Hall Building at 1000 High Street. Our next move was in 1998 when we moved to King Street. We quickly outgrew that office space and in June 2000 we once again packed up our books and moved into an office at 450 Main Street West. This space too, with only one tutor room and a small classroom, quickly became too small and once more we packed up and moved to 347 Sherbrooke Street, Suite 301.

In 2014, the Board of Directors, under the leadership of Executive Director Jane Jackson, decided the council needed to update its image in the community to reflect the vast area we serve. It was decided that a new name and logo should be created. On January 24, 2015, The North Bay Literacy Council unveiled its new name: **Literacy Nipissing**

Another move was destined to be in our future. Unfortunately, we had to move from 347 Sherbrooke Street in 2019 to accommodate learners who had special needs. We moved to 175 Main Street East which offered street-level access and other special accommodations.

We were happily located at 175 Main Street for 8 months when we suffered a devastating loss. On December 20, 2019, our office was completely destroyed by fire. The fire started in a nearby vacant building and quickly spread to our office. In 12 short hours, the fire spread enough that our building had to be torn down to limit the spread to the rest of downtown. We were left with nothing – not a thing. A fire was not going to stop us. On January 8th, we started classes again at the YES office. We were and still are, very grateful for their support of our program in our time of need. We secured a new office space at 204 Main Street East. We worked to rebuild our resources so that we could re-open in our new space. We were able to schedule our re-opening on March 16th (less than 3 months after the fire). The global pandemic hit, and March 16th was the day that the province had to close. We were all ready, but our opening was delayed as we put health as a top priority. During the pandemic, we survived many shutdowns, but modified classes became our main source of instruction. This allowed us to be officially in our new space in August of 2020.

Past presidents: Kaye Montgomery, Joan Sharman, Bruce Culhane, Mary Mitchell, Stella Moseley-Williams (twice), Ken Osmun, Vivianne Frankish, Karen Mulak, Stella Moseley-Williams (again), Vic Sleep, Cindy-Lou Hepinstall-Brooks, Ellen Schmidt, Eileen Callaghan, Derek Neal, Dennis Chippa

Executive Directors: Jane Jackson, Vandra McQuarrie, Deanna Wilkinson

Program Coordinators: Al Craig, Joan Sharman, Suzy Harris, Sandra Hall, Bruno Cuksts, Nancy Herdman, Amanda Levesque, Barbara Anello, Lori Beckerton, Johanna Mutch, Vandra McQuarrie, Stephanie Robinson, Maureen Taylor, Deanna Wilkinson, Jennifer Calverley

Administrative Coordinators: Stephanie Robinson, Cassandra Smith

Past and Present Tutor Trainers: Suzy Harris, Louise Lamers, Mary Mitchell, Mary Toye, Susan Robineau, Reva Perreault, Sandra Hall, Louise Cicci, Linda Harris, Jane Jackson, Lori Beckerton, Nancy Herdman, Mary Mills, Sophie Harrison Chumley, Yvonne Henderson, Isabel Moseler, Linda Dubroy, Kelly Johnson, Johanna Mutch, Vandra McQuarrie, Stephanie Robinson, Maureen Taylor, Deanna Wilkinson, Jennifer Calverley.

A few other people who were instrumental in the Council's development: Frances Visney, Suzy Harris, Catherine Gambacorta, Mary Mitchell, Jane Jackson, Derek Stott, Bernice Cleator, Tom Graham, Ross Brewer, Carolyn Carr, Linda Bentley, Chris Lee, Vic Sleep, John Kazias, Norma Harper, Dave Duncan, Guy Rocheleau, Bob Cunningham, Jack Osborne, and the many others who have helped over our thirty years.

Our current Board of Directors: (as of February 2026)

President: Deborah Robertson

Secretary: Annie Aultman

Directors:, Amanda Levesque, Kayla Reesor, Jack Osborne (student representative)

There have been many changes and challenges for the Council over the years, but the one thing remains constant . . . **our wonderful volunteers**. Without their commitment to helping others attain the gift of literacy, we would not exist. You are the reason we are successful.

Mission, Vision and Values

Mission Statement

Literacy Nipissing provides opportunities for adults in the Nipissing District to improve English literacy and numeracy skills.

Vision Statement

Literacy Nipissing will continue to be a leader in providing top quality literacy services.

Value Statement:

Literacy Nipissing values all learners, volunteers, members and staff.

We treat each other with respect and honesty because we believe we are all important partners in providing quality literacy services and programs.



Customer Service Charter

Literacy Nipissing is committed to:



Providing high quality services to all our customers: learners, volunteers, community agencies.



Achieving customer satisfaction.



Building strong community partnerships.



Soliciting customer feedback and providing a timely response.

As a Literacy Nipissing Customer, You Can Expect:



Prompt, courteous service.



Dedicated staff who will treat you with respect and compassion and maintain confidentiality.



Committed staff to assist and guide you in a professional manner.

If you have any questions or concerns regarding this charter:

1. Speak directly with a member of our staff or management.
2. Contact us via phone, mail, or email.

We will reply within 5 business days.

For further information please ask to see policy 05-02



VALUES FOR VOLUNTEER INVOLVEMENT

Volunteer involvement is vital to a just and democratic society.

It fosters civic responsibility, participation, and interaction.

Volunteer involvement strengthens communities.

It promotes change and development by identifying and responding to community needs.

Volunteer involvement mutually benefits both the volunteer and the organization.

It increases the capacity of organizations to accomplish their goals and provides volunteers with opportunities to develop and contribute.

Volunteer involvement is based on relationships.

Volunteers are expected to act with integrity and be respectful and responsive to others with whom they interact.

A vital human resource and will commit to the appropriate infrastructure to support volunteers.

The organization's practices ensure effective volunteer involvement.

The organization commits to providing a safe and supportive environment for volunteers.

Volunteers make a commitment and are accountable to the organization.

Volunteers will act with respect for beneficiaries and community.

Volunteers will act responsibly and with integrity.

VOLUNTEER TUTOR JOB DESCRIPTION

JOB TITLE: Volunteer Tutor

JOB DESCRIPTION:

A tutor is someone who works with an adult learner on a friendly, one-to-one basis with the objective of improving the learner's numeracy and/or literacy and basic skills.

Requirements:

- Be 19 years of age or older.
- Have patience and a sense of humour.
- Have a minimum secondary school level of education and be able to function within the English language with ease.
- Respect the confidentiality of the learner.
- Attend a Tutor Training session.

Responsibilities:

To the Learner

- Be available at times and locations agreeable to both parties and let the learner know if changes must be made.
- Demonstrate a willingness to commit to regular hours of tutoring.
- Prepare lessons and materials ahead of time.
- Monitor the learner's progress, and work with the learner to achieve her/his literacy goals.
- Use supplemental materials to enhance the learner's literacy skills.

To the agency

- Provide suggestions, feedback and other information important to serving our learners.
- Adhere to all policies and procedures.

How We Help You:

- Provide a network of experienced tutors, learners and staff who offer support, suggestions and guidance.
- Provide use of office equipment outside of tutoring hours.
- Provide free coffee and snacks 😊

Literacy Nipissing

“strengthening our community...one learner at a time”

SUBJECT: STANDARDS OF PERSONAL CONDUCT	POLICY#: 03 - 01 APPROVED: January 6, 2003
CATEGORY: Administrative	REVIEWED: September 2012
POLICY APPLIES TO: Learners, Clients, Volunteers, Staff	Page 1 of 1

PURPOSE: To create an environment conducive to the mission and objectives of the Literacy Nipissing.

All students, volunteers, staff, and placements are expected to maintain standards of conduct acceptable to the learning environment. Disciplinary action, up to and including dismissal, may be imposed for unacceptable conduct.

PROCEDURE:

All incidents that involve the potential for disciplinary action shall be investigated by designated personnel as per policy 07/02. If the investigation establishes with reasonable certainty that the action warrants disciplinary action, the Board of Directors/delegate will take action.

Volunteer Tutor Application Form

Basic Information

Name:

Address:

Postal Code:

Telephone:

Cell phone:

E-mail:

Occupation (if retired, former occupation):

Volunteer Information

Related Work Experience:

Related Volunteer Experience:

Why have you decided to volunteer at Literacy Nipissing?

Volunteering Preferences

How can you help us?

When are you available?

Monday <input type="checkbox"/>	Tuesday <input type="checkbox"/>	Wednesday <input type="checkbox"/>	Thursday <input type="checkbox"/>	Friday <input type="checkbox"/>
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When is the best time of day for you?

Morning <input type="checkbox"/>	Afternoon <input type="checkbox"/>	Evening <input type="checkbox"/>
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Which subjects do you feel comfortable tutoring?

Please let us know about your hobbies and interests.

Volunteer Agreement

Please read the following carefully.

I understand that I am responsible for attending the learner meetings and other volunteer work that I agree to. I recognize that I may lose my volunteer opportunity if I continuously miss sessions and/or attend late. I will be responsible for a two-hour session each week. I will call Literacy Nipissing in advance if I cannot attend a session. I will supply Literacy Nipissing with an up-to-date Police Record Check. I will honour my confidentiality agreement both during and after my volunteer work with Literacy Nipissing.

Signature of Volunteer:

Date: _____

Signature of Authority:

Date: _____

**Thank you very much for becoming a Literacy Nipissing volunteer!
We look forward to working with you.**

Taken from Policy 03-03

In order to be a volunteer for Literacy Nipissing, a variety of personal information will be collected. This information helps in making tutor-learner matches for the purpose of one-to-one tutoring.

Use and disclosure - *Personal information shall not be used or disclosed for purposes other than that for which it was collected, except with the consent of the individual or as required by law. The knowledge and consent of the individual are required for the use or disclosure of personal information, except where permitted under freedom of information and privacy legislation, such as law enforcement purposes.*

Retention and disposal - *Personal information will be retained only as long as necessary for the fulfillment of the purpose for which it was collected. Literacy Nipissing Inc. will keep learners' personal information on file for three years, the current and the two previous years. Volunteer information will be retained for as long as necessary.*

To protect the security and confidentiality of personal information, all files will be kept and stored in a locked room and shredded after three years.

Security - *All staff are required to adhere to strict confidentiality of personal information.*

**Photographic, Video, Audio
Release / Consent Form**

I, _____ agree to and provide permission for the photographic, video, audio, or any other form of electronic recording of me for and on behalf of Literacy Nipissing.

I accept and agree that Literacy Nipissing will keep the ownership of any photographic, video, audio, or any other form of electronic recording.

I authorize the use or reproduction of any recordings referred to above for any reasonable purpose with the discretion of Literacy Nipissing, without compensation.

I understand that Literacy Nipissing may show all or part of the photos and videos, using my likeness for positive public education purposes and I authorize them to do so.

“Purposes” for the photographs, videos, audio recordings or other electronic recordings includes use or publication in:

- Website
- Literacy Nipissing Social Media
- Other

Name (Please print):
Signature:
Witness Name (Please print):
Witness Signature:
Date:

Pledge of Confidentiality

I understand that all personal information pertaining to Literacy Nipissing personnel, clients, volunteers, and placements is to remain confidential. I agree not to disclose any confidential information to anyone outside the agency, nor to persons inside the agency who have no reasonable need to know, without the written consent of the individual concerned.

Example: Any discussions (oral or written) that may identify personnel, clients, or volunteers and their particular circumstances.

I, _____, have read, understand, and agree to the conditions outlined above.
Date:
Signature:
Witness Signature: