



Volunteer Handbook

MARCH 2026

People Leading Business.™

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VOLUNTEER INTRODUCTION

Thank you for your interest in volunteering with CPHR Alberta!

Volunteerism has and continues to be an important cornerstone of our Association. Through the participation of volunteers, CPHR Alberta can develop new programs, organize member events, and advance strategic initiatives in the human resources profession. By volunteering your time and expertise, you can contribute to the continued advancement of the human resources profession in Alberta.

This handbook is designed to provide information about CPHR Alberta and the volunteer program and will outline the expectations and responsibilities of all CPHR Alberta volunteers.

We want your volunteer experience with us to be both rewarding and challenging. The rewards of volunteering with CPHR Alberta may include, for example:

- Earning CPHR professional development points (CPD)
- Gaining valuable experience
- Helping guide the future direction of the HR profession
- Connecting with HR professionals
- Sharing your HR insights with others
- Practicing or developing non-HR skills

CPHR Alberta reserves the right to modify the volunteer Terms of Reference, responsibilities and information outlined in this document and any associated documents. Members will be informed of any changes in a timely manner.

VOLUNTEER ENGAGEMENT PROGRAM

Vision Statement

To cultivate a thriving community where volunteers feel inspired, supported, and valued as essential partners in advancing our mission—contributing their unique skills to enhance services and fill gaps created by limited resources.

Mission Statement

Our mission is to strengthen volunteer engagement by offering meaningful, individualized, and group opportunities; expanding committee participation; and ensuring students, emerging leaders, and diverse contributors can actively participate. We empower employees with the tools, training, and recognition practices needed to build strong, respectful, and productive volunteer relationships.

I. SUPPORTING OUR STRATEGIC PLAN

Volunteers play a foundational role in advancing our strategic plan by acting as both ambassadors of the organization's mission and active contributors to priority initiatives. Your work strengthens our ability to deliver meaningful value to members while ensuring programs, services, and community

engagement remain responsive, relevant, and aligned with long-term goals. Volunteer support is reflected in the following ways:

1. **Translating Strategic Priorities into Action**
Helping operationalize the association's strategic plan by turning high-level priorities into tangible activities, programs, and member experiences. By contributing their expertise within defined roles and areas of work, volunteers support the development of initiatives that foster connection, learning, professional growth, and community impact. This directly reflects the association's commitment to offering individualized and group opportunities that empower members to participate and contribute meaningfully.
2. **Ensuring Member-First Decision Making**
As member representatives, volunteers bring forward lived experiences, diverse perspectives, and community insights. Your input helps ensure that programs and initiatives reflect member needs and expectations, supporting a philosophy that prioritizes member growth, engagement, and success. This alignment reinforces the association's values—such as inclusivity, integrity, and collaboration—and strengthens trust between members and the organization.
3. **Expanding Capacity and Enhancing Services**
Volunteers extend the organization's capacity beyond what staff alone can achieve. Through planning events, supporting partnerships, engaging students, reviewing programming, and fostering community relationships, volunteers help fill resource gaps and enhance the reach of strategic initiatives. This contributes to the broader mission of strengthening volunteer engagement to deliver high-quality, member-focused programs across the province.
4. **Strengthening Community Connections and Professional Networks**
Volunteers play a crucial role in connecting the association with the broader HR community – professionals, students, partners, sponsors, and institutions. By fostering meaningful relationships and increasing awareness of the profession and designation, volunteers help advance strategic objectives related to community presence, professional advocacy, and member engagement.
5. **Supporting Consistency, Quality, and Continuous Improvement**
Through ongoing feedback, event evaluations, program reviews, and regular communication with staff, volunteers help ensure that the association's offerings remain high-quality and strategically aligned. Your contributions provide valuable insight into emerging needs, operational challenges, and opportunities for improvement, reinforcing a culture of excellence and continuous learning across the organization.
6. **Reflecting Organizational Values in Member Experiences**
Volunteers embody and model the association's values – such as collaboration, ethical practice, responsible stewardship, and excellence – within every activity they support. By upholding these principles in their interactions, decision making, and leadership, volunteers strengthen the association's identity and help deliver consistent, values-based experiences that align with the strategic plan.

II. VOLUNTEER OPPORTUNITIES

CPHR Alberta works to provide valuable and engaging province-wide volunteer opportunities for members both individually and as groups, on structured committees or through episodic opportunities. Volunteer opportunities become available throughout the year, and we encourage members to check the volunteer opportunities webpage to see a list of current opportunities. General volunteer roles and descriptions can be found in [Appendix II](#).

II.I Equal Volunteering Opportunity

CPHR Alberta provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religion, marital status, sexual orientation, political belief, or disability that does not prohibit performance of essential job functions.

All matters relating to volunteering are based upon one's ability to perform the assigned tasks, as well as one's dedication to our vision, mission, values, and needs.

II.II General Volunteer Eligibility Guidelines

Although opportunities will vary in responsibilities, structure, and time commitment, it is implied that all volunteers will have read and understood the following eligibility guidelines prior to accepting a volunteer role:

- Be a CPHR Alberta member in good standing and maintain an active membership.
 - It is important to note, that some opportunities are only available to certain membership groups (i.e. Chartered members).
- Read and understand the Terms of Reference (TOR), Volunteer Handbook, and the responsibilities of the respective volunteer [opportunity/position](#).
- Read and understand policies specific to their volunteer opportunity, such as, volunteer time tracking and confidentiality, and complete all paperwork and record keeping required for the role.
- Willing and able to commit to the time requirements outlined in the respective TOR or position description for their opportunity/position.
- Maintain a high level of professionalism and confidentiality.

III. VOLUNTEER RECRUITMENT AND SELECTION PROCESS

CPHR Alberta designated Staff members are committed to ensuring the best match of member volunteers to positions. Please note, by submitting a volunteer application, it does not guarantee you a match with a position.

For current volunteer opportunities, check the [Volunteer Opportunities webpage](#) for updates or contact volunteer@cphrab.ca to inquire.

III.I How to Apply

- ✓ Click here to complete your application - [JotForm](#). Please be aware that the application intake may be paused at times due to the number of applications currently on file.
- ✓ When completing the application, ensure that you click "Wanting to fill out a volunteer application" before clicking next.
- ✓ Ensure you answer all necessary and applicable questions so there is no delay in processing your application.
- ✓ You will receive a confirmation email/message that your application has been received.

You will be contacted by a staff member who is familiar with the volunteer opportunity that you have applied for. They will provide additional details and information regarding the role or the application process.

III.II Selection Process

- ✓ All volunteers will go through an interview process that includes at least one staff member and a committee Chair and/or Vice-Chair if applying to join a committee.
- ✓ It is the responsibility of the volunteer applicant to book an interview within the timeframe they are provided.
- ✓ Depending on the opportunity, applicants may be required to complete a secondary application form. This occurs most often when applying for an episodic or ad hoc role. All applicants selected for a position will receive an Appointment Letter and a Volunteer Agreement for review and signature.
- ✓ Orientation and Training will be provided by either a staff member or committee member who has been assigned the responsibility for onboarding new committee members.

III.III Roles and Positions

Although opportunities will vary in responsibilities, structure, and needs, [Appendix II](#) provides role descriptions and responsibilities that are common across multiple opportunities. These are for guidance only and are subject to change based on the specific opportunity.

IV. VOLUNTEER RIGHTS AND RESPONSIBILITIES

IV.I Volunteer Rights

We recognize that volunteers are a vital human resource and commit to the appropriate infrastructure to support volunteers in ways that uphold their rights, including:

- ✓ To be given meaningful assignments
- ✓ To be treated as equal co-workers
- ✓ To be supervised effectively
- ✓ To be fully involved and participate
- ✓ To be recognized for the work they have done

In return, volunteers agree to actively perform their duties to the best of their abilities and to remain loyal to the values, goals and policies of the organization.

IV.II Volunteer Responsibilities

Volunteers are expected to fulfill the responsibilities outlined in their role's Terms of Reference (TOR) or position description and to represent CPHR Alberta in a positive and professional manner.

Volunteers must protect sensitive and confidential information; read and comply with the Volunteer Handbook, applicable TORs, and role-specific policies; attend and prepare for required meetings; and communicate availability changes to staff.

Volunteers are expected to work respectfully and collaboratively with others, demonstrate integrity, inclusivity, and professionalism, and advise CPHR Alberta staff in advance if they are unable to continue in their volunteer role.

IV.III Insurance and Liability Coverage

1. The Freedom to Care Act (Alberta) provides liability protection for volunteers who act in good faith within the scope of their defined responsibilities. Under this Act, volunteers cannot be held personally liable for acts or omissions performed while volunteering, provided they are:

- Acting within their scope of duties as outlined by the organization.
- Not engaging in willful, reckless, or criminal misconduct.
- Not grossly negligent.
- Not impaired by drugs or alcohol.
- Not operating a motor vehicle when harm occurs.

This protection applies to individual volunteers, including directors and officers, and is intended to encourage volunteerism by reducing personal liability concerns. For more details, visit [Freedom to Care Act – Alberta.ca](https://www.freedomtocare.ca)

2. Accident and/or Injury/Illness Coverage

- Workers Compensation Coverage – Volunteers who are injured or become ill while performing the duties of their volunteer role may be eligible for compensation under WCB should they require time away from their regular place of employment.
 - It is the responsibility of the volunteer to inform either their Committee Chair, Vice-Chair, assigned member of staff or Human Resources within 24 hours of sustaining the injury or becoming ill.
 - All required paperwork (i.e. Internal Report Form and WCB Report) must be completed and processed in order to be assessed for eligibility by WCB.

3. CPHR Alberta – General Liability Insurance

- Provides coverage in the case of property loss or damage to CPHR Alberta property as well as provides protection from liability if a volunteer causes injury or damage to a third-party's property.

4. Personal Insurance

- Volunteers themselves should also take steps to protect their interests to ensure they are covered should an accident or injury occur. For example, volunteers who regularly drive as part of their volunteer duties or handle valuable equipment should review their personal insurance policies to ensure adequate coverage.

V. VOLUNTEER MANAGEMENT PROCEDURES

V.I Maintenance of Records

A record of volunteer participation is kept by CPHR Alberta as part of the member's profile. It includes volunteer service dates, positions held, and (if applicable) evaluation of work. These records are treated as the same as employee records and are confidential to only those individuals who require access.

V.II Conflict of Interest

Volunteers are expected to always act in the best interests of the organization. A conflict of interest may arise when a volunteer's personal, professional, or financial interests interfere, or appear to interfere, with their ability to act objectively or in the organization's best interests. Volunteers must promptly disclose any actual, potential, or perceived conflicts of interest to the organization and take reasonable steps to avoid or manage such conflicts. If a volunteer believes they may have a conflict, or is uncertain whether a situation constitutes a conflict, they are encouraged to speak with a designated staff member or committee representative for guidance. Where a conflict is identified, the volunteer may be required to recuse themselves from related discussions, decisions, or activities, as determined by the organization.

V.III Dress Code

As representatives of CPHR Alberta, volunteers, like staff, are responsible for presenting a professional image to clients and to the community. Volunteers shall dress in a manner appropriate to the event or activity they are supporting and consistent with the expectations of their assigned role.

V.IV Time Logs

Volunteers are responsible for accurately tracking their volunteer hours, in the excel spreadsheet assigned to them through committee membership or as an episodic volunteer. The accuracy of recorded hours is important for year-end reporting purposes. Volunteer hours are approved at the end of each calendar year and only those hours approved may be added to a members CPD log.

VI. SUPERVISION AND EVALUATION

VI.I Volunteer Supervision

All volunteers will be assigned a supervisor to support them in their volunteer role. Committee volunteers will be supervised by the Chair/Vice-Chair while episodic volunteers may be supervised by a staff member, depending on their role. Supervisors are responsible for providing support and guidance to volunteer during the performance of their duties.

Committee Chairs/Vice-Chairs will be supervised by the staff member assigned to that committee.

VI.III Lines of Communication

Volunteers are expected to follow established lines of communication to ensure effective, respectful, and timely collaboration. Questions, concerns, or updates related to volunteer responsibilities should first be directed to the assigned supervisor. If additional support is required, volunteers may contact the Coordinator, Stakeholder Engagement, or the Manager, People & Post-Secondary Engagement.

In cases involving urgent, sensitive, or confidential matters, volunteers may bypass the usual line of communication and contact the appropriate CPHR Alberta staff member directly. Adhering to the appropriate line of communication supports accountability, consistency, and a positive volunteer experience.

VI.IV Absenteeism

The expectation is that volunteers adhere to the attendance requirements agreed to when beginning their volunteer role. If unable to attend an event or activity as scheduled due to extenuating circumstances (i.e. illness, personal matters), you are required to inform your direct supervisor as far in advance as possible, whether that be a committee chair/vice-chair or staff member, so that arrangements can be made to find a replacement.

Committee roles have specific attendance requirements that have been identified to ensure consistency of committee activities. Continual absence from participating as required may result in a review of the volunteer's work assignment and term of service.

VI.V Evaluations

- Periodic evaluation of volunteers is important to measure volunteer impact on organizational goals, ensure high-quality service and provide constructive feedback that fosters growth. Evaluations also assist staff to identify training gaps, recognize contributions that volunteers make to programs and allow for the adjustment of roles to better suit both volunteers and the organization.
- Evaluations will be based on the volunteer's position description and standards of performance for the position.
- Evaluations will review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means to enhancing the volunteer's relationship with the organization, seek suggestions on the program, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in that position.
- Remember - Evaluations are an opportunity for both the volunteer and the organization to examine and improve their relationship and effectiveness.
- Staff members who have a supervisory relationship with a volunteer (i.e. Chair/Vice-Chair, episodic volunteer) are responsible for scheduling periodic evaluations of those individuals.

VIII.II Recognition (Formal and Informal)

CPHR Alberta recognizes that volunteers are essential to the success of the Association and make valuable contributions through their time, expertise, and commitment. We are committed to recognizing volunteers in meaningful ways, both formally and informally, and through group and individual acknowledgment, to ensure their contributions are valued and appreciated.

VII. VOLUNTEER DISCIPLINARY PROCESS

Volunteer disciplinary procedures will be formal, documented, and consistently applied to ensure a fair and objective process. All disciplinary matters will be handled with confidentiality and records kept in the volunteer's file. Conduct and performance that will be addressed through the disciplinary process include:

- Unsatisfactory performance including failure to follow requests or instructions, or adhere to a committee's Terms of Reference
- Breach of CPHR Alberta policies and procedures
- Misuse or neglect of CPHR Alberta's or third-partied property or facilities
- Use of internet and/or email to access or distribute material of an inappropriate nature
- Gross misconduct – theft, fraud, dishonesty and/or deliberate falsification of records; aggressive, abusive or any form of violent behaviour (verbal or physical); bullying, discrimination, harassment or victimization of any person involved with CPHR Alberta including volunteers, staff or other stakeholder.

- Serious negligence which causes loss, damage or injury to another person or reputation of CPHR Alberta.

No volunteer will be terminated without consultation with the Manager, People & Post-Secondary Engagement or Coordinator, Stakeholder Engagement.

- ✓ Informal Procedure:
 - General issues of poor performance will be handled informally in the first instance, through discussion with the volunteer's supervisor. Where possible, steps will be taken to assist the volunteer improve (i.e. training, coaching). A record of the informal meeting is kept in the volunteer's file. When an informal approach fails to bring about the desired improvement, or where the offence is more serious, the formal disciplinary procedure will be followed:
- ✓ Formal Procedure:
 - **First Offence:** A discussion will be held with the volunteer's supervisor to outline the performance or conduct issue and the improvement that is required from the volunteer. The volunteer will be advised that this constitutes the first stage of the formal process, and a record of the warning will be kept on their file.
 - **Second Offence:** If the volunteer's conduct or performance does not satisfactorily improve, the volunteer will be required to meet with their supervisor and Manager, People & Post-Secondary Engagement or Coordinator Stakeholder Engagement. The meeting will set out the nature of the misconduct and the standard of conduct or performance expectation, and a record of the warning will be kept.
 - **Third Offence:** If there is still a failure to improve, or where the conduct or performance is sufficiently serious, the final step in the procedure will be to relieve of the volunteer of their duties. This decision may jeopardize future opportunities for the individual to volunteer with the association.

CPHR Alberta reserves the right to forego the Formal Procedure process and immediately terminate a volunteer or suspend a volunteer from their role based on the nature of the conduct or situation.

*Note: At any time during the disciplinary procedure a Volunteer who doesn't agree with the reason why they are being discipline or the nature of the discipline may bring their concerns to the Manager, People & Post-Secondary Engagement or Coordinator, Stakeholder Engagement through volunteer@cphrab.ca. When this occurs, a review of the discipline and actions will be undertaken.

VIII. VOLUNTEER EXIT

VIII.I Volunteer Resignation

If a Volunteer is unable to continue in their role due to extenuating circumstances, such as work or personal commitments, they are expected to notify their assigned supervisor or email volunteer@cphrab.ca as soon as possible. The inability to continue does not impact future interest in volunteering.

VIII.II End of Term

Volunteer terms may be extended based on the following:

- A continued need for the position
- If recruitment to fill the role doesn't provide sufficient interest
- There is a need to provide consistency on a committee or in a volunteer group or role

VIII.III Exit Interviews

Exit interviews or surveys/polls will be conducted for all volunteer positions to provide CPHR Alberta with information on items such as:

- ✓ Why volunteers leave.
- ✓ Ideas and suggestions for improving the position(s).
- ✓ Suggestions for changes to the committee.
- ✓ Insight into challenges or issues.

How to make ongoing improvements to volunteer relationships. Feedback collected through exit interviews and surveys is kept confidential and is used to enhance programs, identify underlying issues, and support volunteer retention. Individual responses are not shared; instead, feedback is compiled and reported in a way that does not identify or single out any volunteer.

- Volunteers themselves should also take steps to protect their interests to ensure they are covered should an accident or injury occur. For example, volunteers who regularly drive as part of their volunteer duties or handle valuable equipment should review their personal insurance policies to ensure adequate coverage.

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Volunteers are expected to follow established lines of communication to ensure effective, respectful, and timely collaboration. Questions, concerns, or updates related to volunteer responsibilities should first be directed to the assigned supervisor. If additional support is required, volunteers may contact the Coordinator, Stakeholder Engagement, or the Manager, People & Post-Secondary Engagement.

In cases involving urgent, sensitive, or confidential matters, volunteers may bypass the usual line of communication and contact the appropriate CPHR Alberta staff member directly. Adhering to the appropriate line of communication supports accountability, consistency, and a positive volunteer experience.

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The expectation is that volunteers adhere to the attendance requirements agreed to when beginning their volunteer role. If unable to attend an event or activity as scheduled due to extenuating circumstances (i.e. illness, personal matters), you are required to inform your direct supervisor as far in advance as possible, whether that be a committee chair/vice-chair or staff member, so that arrangements can be made to find a replacement.

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- Periodic evaluation of volunteers is important to measure volunteer impact on organizational goals, ensure high-quality service and provide constructive feedback that fosters growth. Evaluations also assist staff to identify training gaps, recognize contributions that volunteers make to programs and allow for the adjustment of roles to better suit both volunteers and the organization.
- Evaluations will be based on the volunteer's position description and standards of performance for the position.
- Evaluations will review the performance of the volunteer, suggest any changes in work style, seek suggestions from the volunteer on means to enhancing the volunteer's relationship with the organization, seek suggestions on the program, convey appreciation to the volunteer, and ascertain the continued interest of the volunteer in serving in that position.
- Remember - Evaluations are an opportunity for both the volunteer and the organization to examine and improve their relationship and effectiveness.
- Staff members who have a supervisory relationship with a volunteer (i.e. Chair/Vice-Chair, episodic volunteer) are responsible for scheduling periodic evaluations of those individuals.

VIII.II Recognition (Formal and Informal)

CPHR Alberta recognizes that volunteers are essential to the success of the Association and make valuable contributions through their time, expertise, and commitment. We are committed to recognizing volunteers in meaningful ways, both formally and informally, and through group and individual acknowledgment, to ensure their contributions are valued and appreciated.

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Volunteer disciplinary procedures will be formal, documented, and consistently applied to ensure a fair and objective process. All disciplinary matters will be handled with confidentiality and records kept in the volunteer's file. Conduct and performance that will be addressed through the disciplinary process include:

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- Use of internet and/or email to access or distribute material of an inappropriate nature
- Gross misconduct – theft, fraud, dishonesty and/or deliberate falsification of records; aggressive, abusive or any form of violent behaviour (verbal or physical); bullying, discrimination, harassment or victimization of any person involved with CPHR Alberta including volunteers, staff or other stakeholder.

- Serious negligence which causes loss, damage or injury to another person or reputation of CPHR Alberta.

No volunteer will be terminated without consultation with the Manager, People & Post-Secondary Engagement or Coordinator, Stakeholder Engagement.

- ✓ Informal Procedure:
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How to make ongoing improvements to volunteer relationships. Feedback collected through exit interviews and surveys is kept confidential and is used to enhance programs, identify underlying issues, and support volunteer retention. Individual responses are not shared; instead, feedback is compiled and reported in a way that does not identify or single out any volunteer.

IX. CPHR ALBERTA STAFF RESPONSIBILITIES

CPHR Alberta staff have embraced opportunities to engage with volunteers, with many providing direct oversight through episodic initiatives or committee leadership. Operationally, these staff members are accountable for the outcomes and deliverables of their assigned volunteer groups, including committees and short-term events or activities.

Staff responsibilities will vary depending on the volunteer opportunity, but will always include the following:

- ✓ Communications regarding volunteering opportunities.
- ✓ Managing Terms of Reference and communication regarding volunteer roles.
- ✓ Posting Volunteer opportunities on CPHR Alberta's website.
- ✓ Participating in the volunteer selection and onboarding process (i.e. interviewing, paperwork process)
- ✓ Monitoring end of terms and extending terms when applicable
- ✓ Budgetary Authority
 - CPHR Alberta staff are accountable for adhering to approved budgets and for ensuring that all volunteer activities within their scope of responsibility are planned and delivered within those financial parameters.



APPENDIX

APPENDIX I – DEFINITIONS

I.I Collaboration

We foster open dialogue and embrace diverse perspectives to build connection and shared purpose – working together to advance the HR profession and support our members.

I.II Committee

Refers to a group of volunteers who work together on a specific goal, function, project, or program for an organization. The organization's committees typically have a Chair and will include other roles as needed to fulfill the committees' mandate.

I.III Episodic

Refers to volunteer roles that are temporary, short-term, and are created to address a specific immediate need or task. These volunteer roles typically last a few hours to a couple days.

I.IV Excellence

We champion high standards, continuous learning, and professional growth to strengthen HR leadership and organizational success.

I.V Inclusive Leadership

We lead with empathy, courage, and authenticity – creating space for diverse voices and driving meaningful impact.

I.VI Integrity

We act with honesty, transparency, and accountability – upholding the highest ethical standards to protect the public and elevate the HR profession.

I.VII Member-First Philosophy

We prioritize the needs, growth, and success of our members – ensuring they are supported, heard, and empowered in every aspect of our work.

I.VIII Responsible Stewardship

We operate with transparency and accountability – ensuring our decisions reflect the best interests of our members and the profession.

I.IX Terms of Reference

The Terms of Reference (TOR) define the purpose, structure, responsibilities, and guidelines for each respective committee within the organization. The TOR sets expectations, establishes accountability, serves as a guide, and promotes transparency and consistency across all volunteers and the designated staff member(s).

I.X Volunteer

A “volunteer” is anyone who without compensation or expectation of compensation, beyond reimbursement of expenses incurred during their volunteer duties, performs a task at the direction of and on behalf of the organization. A “volunteer” must be officially accepted and enrolled by the organization prior to the performance of the task.

APPENDIX II – ROLE DESCRIPTIONS

Please note the role descriptions outlined below are for guidance purposes only and are subject to change based on the opportunity and the need.

II.I Chair

The primary role of the committee Chair is to lead the volunteers on the committee in the successful fulfillment of the committee mandate. It is expected that while they are fulfilling their committee mandate, they will reflect the values of CPHR Alberta.

Partnership: The chair will work in partnership with the designated staff member(s) and (if applicable) Vice Chair to achieve the committee's objectives in accordance with the committee's mandate and association's strategic plan.

Volunteer engagement: Chairs are accountable for ensuring that volunteers are appropriately tasked in roles that provide meaningful experiences.

Chairs are accountable for:

- ✓ Lead the committee in fulfilling its mandate and advancing organizational objectives.
- ✓ Work in partnership with designated staff and the Vice Chair to ensure alignment with strategic priorities.
- ✓ Oversee volunteer engagement, ensuring roles are clearly defined and tasks are assigned appropriately.
- ✓ Supervise committee members and maintain adherence to approved processes for recruitment, orientation, and performance management.
- ✓ Manage administrative responsibilities, including scheduling meetings, preparing agendas, ensuring timely communication, and approving volunteer hours
- ✓ Serve as the primary point of contact for committee matters and coordinate with staff on key decisions.
- ✓ Ensure decisions and actions reflect the organization's values and maintain fairness and transparency.

II.II Vice Chair

The Vice Chair (VC) will move into the Chair role when the Chair's term has come to an end. The primary role of the VC is to support their Chair in leading the volunteers on the committee in the successful fulfillment of their committee mandate. It is expected the individual will reflect the values of CPHR Alberta in all they do and will work with the Chair to ensure established association policies and practices are being adhered to.

Partnership: The VC will work in partnership with the Chair, designated staff member(s) to achieve the committee's objectives while taking accountability for their agreed upon tasks.

Operations: For the chair to focus on a more strategic level, the vice-chair will be responsible for all operational aspects of the committee, which will include, but may not be limited to:

- ✓ Hold themselves, and committee volunteers accountable for the accomplishment of their specific responsibilities and ensure those accomplishments meet the time requirements and deadlines agreed to by the committee.
- ✓ Ensure that there is a spirit of cooperation between the volunteers and between volunteers and staff who provide resources, coordination, or other support for the committee's activities.

II.III Community Relations

The primary role of Community Relations is to foster meaningful connections between CPHR Alberta and the local HR community and professionals. This role ensures that engagement activities reflect the association's values and strategic priorities.

Partnership: Work collaboratively with the designated staff member(s), Chair, and Vice Chair to strengthen relationships within the community and advance the committee's mandate.

- ✓ Assist in organizing events, forums, or town halls to connect with the human resources professionals within the community, members and non-members, as well as the broader business community.
- ✓ Utilize existing relationships in the community to increase awareness of the profession and designation.
- ✓ Share updates about the profession and CPHR Alberta activities, goals and impact.
- ✓ Represent the community's interests within CPHR Alberta.
- ✓ Listen to community concerns and feedback as it relates to the human resources profession and relay them to the CPHR Alberta Team Members.
- ✓ Promote volunteerism in local initiatives.

II.V Events & Activities

Ensures successful planning and execution of events that engage members and showcase the HR profession. This role supports logistics, volunteer coordination, and attendee experience while creating new avenues for member engagement.

Partnership: Collaborate with the Stakeholder Engagement Team, Chair, and Vice Chair to deliver events aligned with the committee's objectives.

Volunteer Engagement: Coordinate volunteers for event-related tasks, ensuring they have the skills and support needed.

- ✓ Assist the Stakeholder Engagement Team with event planning (selecting dates, venues, formats, purpose, goals, audience, catering, décor, A/V, agenda, schedule, speakers, facilitators, activities, etc.) when needed.
- ✓ Engage with attendees before, during, and after the event.
- ✓ Oversee event setup and teardown.
- ✓ Assist with any additional volunteer management on the day of an event, if needed.
- ✓ Collect and evaluate feedback from attendees and stakeholders and relay the information to the CPHR Alberta Team Members.

- ✓ Create new avenues to connect with current and potential members (i.e. book clubs, community volunteerism).

II.VI Post-Secondary Engagement

Builds relationships with accredited institutions and connects students to the HR profession. This role organizes classroom sessions, represents CPHR Alberta at campus events, and supports initiatives that promote the designation.

Partnership: Work with faculty, designated staff member(s), and committee leadership to deliver meaningful engagement opportunities.

- ✓ Engage with CPHR Alberta accredited post-secondary institutions within the community.
- ✓ Organize speakers or facilitators for in-class or virtual classroom sessions as requested by faculty through established procedures.
- ✓ Represent CPHR Alberta at post-secondary events including HR Club events, career fairs, etc. when needed.

II.VII Social Media

Promotes CPHR Alberta's presence online by sharing relevant content and updates. This role helps increase visibility, engagement, and awareness of events, initiatives, and the HR profession through digital platforms.

Partnership: Collaborate with the Stakeholder Engagement Team and Social Media Committee to align social media efforts with goals.

- ✓ Provide blog articles, articles, photos, etc. that are of interest to the community to the Stakeholder Engagement Team and Social Media Committee.
- ✓ Promote CPHR Alberta's presence on social media platforms.

II.VIII Program & Speaker Review

Supports the evaluation process of all speakers' abstract submissions.

Partnership: Reports to the Stakeholder Engagement Team to achieve the committee's objectives in accordance with the committees' mandate and associations' strategic plan.

- ✓ Provide input on the relevance and quality of event topics and speakers.
- ✓ Ensure content aligns with professional standards and organizational objectives.
- ✓ Review submissions and evaluate proposed sessions for clarity and value.
- ✓ Support event delivery by moderating or facilitating sessions when needed.
- ✓ Share feedback and insights to improve future programming.
- ✓ Stay informed on industry trends and maintain understanding of key frameworks.

APPENDIX III – IMPORTANT REFERENCES

The following are important references for all volunteers of CPHR Alberta.

III.I CPD Handbook

This handbook helps volunteers document and categorize their experience.

It can be accessed [here](#).

III.II Code of Ethics & Standards of Professional Conduct

The CPHR Alberta Code of Ethics and Standards of Professional Conduct express the professional commitment that CPHR Alberta members make to the ethical delivery of human resources practice in Alberta.

It can be accessed [here](#).

III.III Bylaws

Our bylaws can be accessed [here](#).

III.IV Protecting the Public

CPHR Alberta is governed by the [Societies Act of Alberta](#) and the bylaws of the organization.

Access the information [here](#).

APPENDIX IV – COMPLAINT FILINGS

IV.I Professional Conduct Complaint

The process for Professional Conduct Complaints can be found [here](#).

The Submission Form can be found [here](#).

IV.II Administrative Dispute Complaint

The process for Administrative Dispute Complaints can be found [here](#).

The Submission Form can be found [here](#).

IV.III Appeals

The process for Appeals can be found [here](#).

The Appeals Form can be found [here](#).

APPENDIX V – TIME LOG SHEET

The Time Log sheet is on the next page (pg. 23)

Volunteer Name: _____

Committee Name: _____

DATE	HOURS	ACTIVITY (e.g., attended committee meeting)
TOTAL:		

*Please complete form for each volunteer committee and/or position.
Return to CPHR Alberta at the end of the calendar year.*

CPHR ALBERTA AUTHORIZATION:	DATE:
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