



*Maple Leaf Academy*

*Volunteer Handbook*  
*2019*

## **Volunteer Coordinator's Message**

### **"Your time is precious to us"**

*Dear Volunteer,*

*On behalf of the administration and the school, welcome to Maple Leaf Academy! I want to thank you for your interest in volunteering at our wonderful institution.*

*Our goal as a school is to increase academic achievement with newcomers to Canada in their development to learn the English language. With our busy administrators, teachers, and support staff, your efforts will benefit our school immensely in our local community and with our external community relationships. Your ability to give your time to help our school and the community that we call Calgary is an amazing opportunity to expand your horizons and to make connections that will benefit your life for the better.*

*The volunteer program that we provide serves our students, staff, and teachers in varying ways. Volunteers are the true workers for our school. Your time that is given to us is precious and we greatly appreciate it.*

*This handbook that you have received will guide you in how our school works, how our delivery in English language education operates, and how your position will fit in our academy.*

*Thank you in advance for your ability to be here with us to help increase our quality and effectiveness of our wonderful school. I look forward to working with you and to see your efforts help our school.*

*Sincerely,*



*Bernadette Gonzales Tredinnick*



# Maple Leaf Academy

#200, 731 - 6th Avenue S.W.

Tel. (403) 262-8851

Calgary, Alberta, Canada T2P 0T9

Fax. (403) 262-8911

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## Purpose of the Handbook

Welcome to Maple Leaf Academy. Thank you for joining us and dedicating your time to help the quality of our school.

This handbook was prepared to give you direction as to what policies and expectations we have for our volunteers in our academy. If you have any questions, please direct them to the Volunteer Coordinator.

Thank you for volunteering at Maple Leaf Academy. We hope that your experience here will be positive and uplifting.

## Volunteer

“someone who offers to do a job without being paid or forced to do it.”

Summers, Della. *Longman WordWise Dictionary*. Pearson Longman, 2007.

# *Maple Leaf Academy's:*

## **Mission Statement**

To assist students in understanding and using the English language through effective instruction, long lasting friendships, and community interaction.

## **Philosophy**

Maple Leaf Academy is dedicated to providing students with quality ESL instruction.

We believe the most effective teaching takes place in a safe and caring environment.

The English language has many components. We believe in teaching students how to read, write, speak, and understand the English language and culture.

We believe in using proven teaching techniques and methods to instruct all levels of ESL learning.

We believe in accountability. Teachers, staff, and students all take responsibility for the effectiveness and quality of service given and received.

# VOLUNTEER POSITIONS

## ➤ Student Walker

Designated person to help students tackle the stairs when the elevator is out of service, or to welcome students as they come in and out. This position allows the walker to practice their listening/speaking skills in communicating as well as create friendships.

**Requirement:** Ability to hold up to 10 lbs in books and is present at the academy before program start times.

**Best Suited:** For current students at Maple Leaf Academy and/or volunteers who are volunteering for other positions.

## ➤ Chit Chatter

This position requires and presents opportunities for someone to express their social skills and to help create a friendly environment for the students and employees. With friendly interaction and discussion between multiple students, this allows an environment for students to feel safe and welcomed to the school. This is greatly required during scheduled breaks between classes allowing no student to feel alone.

**-Requirement:** Great listening/speaking skills, an easy conversationalist, a friendly personality.

**-Best Suited:** For current students at Maple Leaf Academy, and those who can attend during scheduled breaks.

## ➤ Classroom Monitor

This position requires a keen eye in detail, sense of cleanliness, and efficiency. Maintaining a clean and professional look to our facility and our working space for our high traffic school. This requires keeping chairs tucked in, classrooms to be clean with clear whiteboards, secured laptops and SMART boards, watering the plants, tidy public areas such as tables, chairs, kitchen area etc.

**-Requirement:** Friendly personality and manners.

**-Best Suited:** For anyone.

## ➤ Teacher's Assistant

This position requires to be in close contact with a teacher in need of assistance. This includes duties such as photocopying, directing and overlooking students during class time, assistance with needed resources for the classroom, etc.

**Requirement:** Great listening/speaking/reading/writing skills, a professional attitude, basic knowledge of photocopying technology.

**Best Suited:** For volunteers with experience in assistance and technology.

➤ Volunteer LINC/ESL Assistant Instructor

This position requires those who have a teaching background in English Education, or currently obtaining teaching credentials/experience at any official post-secondary educational institution. Has basic skills in technology (ex. SMART boards, computers, tablets, photocopy machines, etc.) and applications required like Microsoft Office, Acrobat PDF, etc.

You will be working along with current teachers at our institution in assisting them in their class with teaching.

**Requirements:** Need to provide a cover letter and resume. Post-secondary experience in ESL.

**Best Suited:** For adults obtaining a teaching/educational degree or credentials.

➤ Talents Volunteer

This position is open to those who would like to offer their talents and skills to teach to our students and employees. Ranging from any skill such as learning a musical instrument to how to navigate technology etc. Any talent that you are willing to share with us is welcome.

**Best Suited:** For anyone.

**As a volunteer, you are responsible for the following:**

- Signing in and out with our volunteer binder
- Record your hours
- Be honest with yourself, with others, and with the academy
- Being reliable
- Respecting the students, teachers, staff, and visitors
- Carry out your position
- Respecting the student's religion and culture (ex. Students praying)
- Ask for help when needed
- Be committed to the time you give to the academy
- Being courteous
- Accountability for your actions
- Respect confidentiality
- Raise any issues that arise from the school
- Value and support your team members

**Each volunteer is responsible to execute these duties with 100% diligence and effort.**

## **BACKGROUND CHECKS**

Before volunteering may occur, we require all volunteers to obtain a Police Information Check (PIC) or Vulnerable Section Check. At our school, we work with adults and seniors. This is crucial to the safety of our staff, students and our school.

Police Information Checks with the addition of a letter of referral provided by us, costs \$15. Volunteers will not be reimbursed for this amount as this is voluntary time given to our school.

If for any reason, your PIC reveals information that may compromise the safety of the school and our students, your volunteering position is revoked and your application is denied for further notice.

## **RECORD KEEPING/TIMESHEETS**

Before attending to your volunteering position, please sign in to our volunteer binder, recording your time of arrival and the time of departure when finished with your duties. Once signing in, please find the Volunteer Coordinator to coordinate your efforts and your scheduled time to volunteer.

For individual time logs, this sheet will be designated to you with your name. This is to help keep track of dates and hours you have logged while volunteering with us. This is kept confidential and will not be viewed by anyone else except for the Volunteer Coordinator and the administrators.

## **VOLUNTEER INFORMATION Policies and Guidelines**

### **General**

Many cultures are represented in every class. Teachers and students will respect the rights of others. Please be courteous and polite at all times. Violation of this rule may cause a disciplinary action.

### **Classroom**

All classroom equipment is the property of Citizenship and Immigration Canada and cannot be removed. Please do not remove tables or chairs from the classrooms.

- Please speak English only at school.



## Dress Code for Men and Women

Maple Leaf Academy is a *multicultural* school with students from around the world. Wearing appropriate clothing is a way to show respect for all who attend our school.

Modest clothing must always be worn.

This means:

- No bare backs, shoulders, stomachs or chests. Cleavage should be minimal.
- No tank tops, halter tops, or strapless tops unless a sweater is worn to cover backs and shoulders.
- Shorts and skirts must be a modest length.
- No baggy or saggy pants.

Head Coverings for religious purposes only.

- No baseball caps, toques, or other hats

If clothing is inappropriate you will be asked to go home and change your clothing. We suggest you dress in “layers” as school temperatures often change from day to day.

## Cleanliness

Everybody likes a clean school. The school is for you to enjoy. Please respect our school and be considerate of others by cleaning up after yourself.

This means:

If you move a chair, put it back.

If you spill something, clean it up.

If you drop anything, pick it up.

Please report big spills to the reception desk.

## Food

Food and drinks are not allowed in the computer labs. Coffee, tea and juices are not allowed in the classrooms. Water only in the classrooms. Please clean the tables after you eat and throw all your garbage in the garbage cans.

## Kitchen and eating area

The kitchen is for your convenience. Please clean up spills and wipe off the counter, tables and sinks. After you eat, slide your chair under the table or return it to the place where it came from.

DO NOT LEAVE NOODLES, RICE, TEA LEAVES OR OTHER FOODS IN THE SINK. IT IS DISGUSTING TO THOSE WHO USE THE SINK AFTER YOU!

**\*\*DO NOT SPIT IN THE SINK\*\***

SPITTING IS A HEALTH HAZARD AND IS NOT ACCEPTABLE!

## Recycling



**RECYCLE OFTEN.  
RECYCLE RIGHT.**



### RECYCLE OFTEN.



#### Metal Cans

Steel, tin & aluminum soda, vegetable, fruit & tuna cans



#### Plastic Bottles & Containers



#### Paper

Brown paper bags, non-confidential office paper, newspaper, magazines



#### Paper Cardboard, Dairy & Juice Containers



#### Flattened Cardboard & Paperboard



#### Glass Bottles & Jars

### RECYCLE RIGHT. Things you can do to ensure quality material is recycled:



**DO NOT INCLUDE:** Food waste, plastic bags, polystyrene foam cups & containers, hangers or hazardous waste

- Paper and cardboard must be dry and free of food debris.
- Tissues, paper towels or other paper that has been in contact with food is not acceptable.
- Make sure food contamination and caps are removed from cans and plastics and all containers are empty.
- Separate plastic lids from plastic bottles (often made from different materials).
- Do not place medical waste (needles, catheters or lancets) into the recycling containers.

## **No Smoking Policy**

Smoking is prohibited in all Calgary educational institutions. "No person shall carry or possess a lit cigarette, cigar or pipe or burn tobacco in any manner on any public premises."

Smoke-free areas protected under the bylaw are within five metres of an entrance or exit to a building. The City of Calgary can fine you from \$100 to \$300 for smoking in public places(City of Calgary Bylaw 57M92).

## **Zero Tolerance Policy**

- In order to provide the best service, in line with the educational goals of Maple Leaf Academy, we are committed to the well being of our students and staff.
- We expect those accessing our services and premises to treat other classmates and staff with the courtesy and respect that they would expect to receive themselves.
- In the event of verbal abuse, harassment or violence to students, teachers, or staff, Maple Leaf Academy will issue a warning letter to the offender. If a similar offence re-occurs, the offender will be immediately removed from the school. If physical abuse occurs, we will call 911 and the student will be permanently removed from MLA immediately.
- Procedure for a volunteer to follow to resolve a problem:  
First, speak with the Volunteer Coordinator. If more help is needed, speak to an administrator at the school.

## Emergency Services

Your **Personal Safety** is a Priority!

If you are afraid of something or someone:

1. Call 911 if necessary.
2. Go to a safe place immediately.
3. Ask for help. Talk to your teacher or administration if you are afraid.

### **Fire:**

**\*\*Always be aware of the evacuation routes posted in your classroom.**

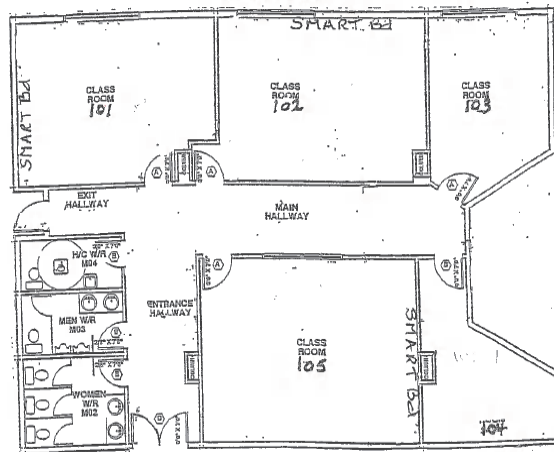
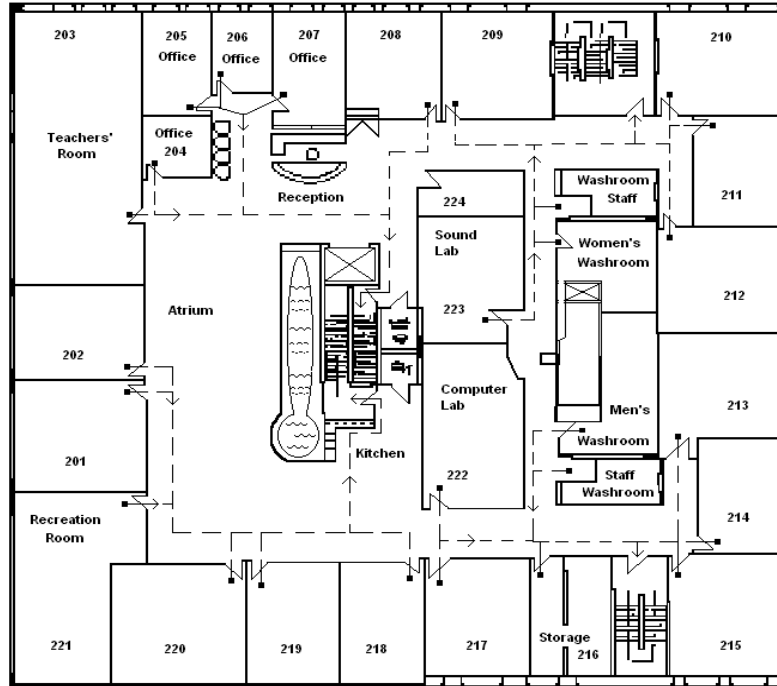
Fire Marshals for daytime and evening fire drills and alarms are appointed.

The Fire Marshall is in charge. **Follow the Fire Marshall's instructions.**

**Immediately** when you hear a fire alarm:

- Stop what you are doing and leave the building. Follow a class or administration out of the building.
- Do not return to your position from another part of the building.
- Take personal belongings if they are quickly accessed. Do not take time to pack your belongings.
- Do not use the elevator.
- Use the stairway. Walk. Do not run.
- Go to a safe place, **away** from the building. Proceed in an orderly manner to the outside. Stay clear of the building so firefighters have easy access to the building. You may wait in the lobby of another building, a restaurant, the Plus 15 walkway, or C-Train platform.
- Do not stand in front of the building or in the alley.
- Return to the building when the Fire Marshall directs you to return.

# Floor Map



## **First Aid:**

Emergency first aid supplies (band-aids) are available from the receptionist. We do not have medications for headaches or minor pains.

## ***Maple Leaf Academy* Privacy Policy**

Maple Leaf Academy has a definite and ongoing commitment to protecting your privacy. The privacy and security of our students', employees' and volunteers' personal information is understood and respected by Maple Leaf Academy and is based on iCARE Security Requirements for Service Providers.

We collect your personal information so we can better understand your needs and preferences, to serve you better, to contact you and to meet statutory or legal obligation. In all circumstances, we try to limit our collection of personal information to only those items that are necessary in order for us to provide the best service.

Maple Leaf Academy is committed to safeguarding your personal information through the use of security standards and procedures appropriate to the sensitivity of the information. Your personal information will not be sold or given to any third party. We are committed to maintaining your personal information in strict confidence and will make every effort to ensure that all LINC agencies that we do business with, will secure your information with the same level of confidentiality as Maple Leaf Academy.

**Volunteers are responsible to inform the school if their personal information changes.**

If you have any questions related to the Maple Leaf Academy Privacy Policy, collection, use, disclosure or security of your personal information, or should you wish to examine the personal information we have on file for you, please make your request in writing to Maple Leaf Academy.

## Media Releases

Maple Leaf Academy occasionally holds events, promotions, and activities that students and staff can participate in. Photographic, video or any form of media evidence will be taken to promote such.

As a volunteer, it is required to sign a General Media Release Form and Waiver and Release Form to be in such media. This is to help promote our institution in any format such as promotional products, Maple Leaf Academy's website, our Facebook page, and more.

In the following pages, you will see examples of each form.

Page 16: General Media Release Form

Page 17: Waiver and Release Form

*EXAMPLE: IELTS Preparation Course*



**MAPLE LEAF ACADEMY**

**OFFERS AN IELTS PREPARATION COURSE**



- ✓ IELTS Academic and General training formats / 80 hours
- ✓ practice the different sections of the exam (listening/reading, speaking/writing)
- ✓ learn test-taking strategies
- ✓ take a practice test and receive individual feedback on your progress every week

Prices	Schedule
<b>FOR LANDED IMMIGRANTS AND CANADIAN CITIZENS:</b> Registration - \$100.00 Tuition fee - \$640.00	February 26 – April 19 Monday – Thursday 5:30 pm – 8:00 pm
<b>FOR INTERNATIONAL STUDENTS:</b> Registration - \$175.00 Tuition fee - \$1,280.00	

**Apply online at [mapleleafacademy.com](http://mapleleafacademy.com) before February 22, 2018**



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## GENERAL MEDIA RELEASE FORM

**Production Title** \_\_\_\_\_

**Production Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

I, the undersigned, hereby authorize Maple Leaf Academy to photograph, motion picture, video and/or make electronic sound recordings of me (herein referred to as photographic or electronic reproductions).

I grant Maple Leaf Academy the irrevocable right to use my likeness, appearance, and/or performance as captured by photographic, audio and/or video means (the "Product") for release and/or reproduction in any medium for any legal purpose, including but not limited to education, training, illustration, promotion, art, editorial, advertising, general trade exhibition for an indefinite period of time.

I acknowledge that I have no interest or ownership in the Product or the copyright of the Product, and that any use of the Product may be made without compensation or notice to me. I waive any right to inspect, approve, and/or otherwise control the use of the Product. I hereby release Maple Leaf Academy and its agents and assigns from any claims that may arise from these uses, including without limitation claims of defamation or invasion of privacy, or of infringement of moral rights or rights of publicity or copyright.

This Release expresses the complete understanding of the parties.

Agreed and Accepted by:

Name \_\_\_\_\_

Address \_\_\_\_\_

City, Province, Zip \_\_\_\_\_

Phone \_\_\_\_\_

Signature and Date \_\_\_\_\_

School Witness \_\_\_\_\_

E-Mail: [maple@mapleleafacademy.com](mailto:maple@mapleleafacademy.com)

Website: <http://www.mapleleafacademy.com>





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## STUDENT FIELD TRIP PROGRAM

For purposes of introducing Canadian cultural experiences and greater opportunities for English interaction, Maple Leaf Academy offers a variety of activities to our students. Activities may include one class, or the whole school. Such activities will be offered periodically throughout the semester. Students participate of their own volition and accord.

### WAIVER AND RELEASE

With respect to being a participant in any of the above mentioned activities, I hereby agree to hold harmless, indemnify and release Maple Leaf Academy, which shall include its owners, agents and employees (hereafter called The School) from any and all liability for damage and injury to myself or to any person or property resulting therefrom. Notwithstanding the generality of the foregoing, this waiver and release shall apply to me during the time that I participate in any or all activities. I accept the full responsibility for any and all such damages or injury which may result.

I consent to participate in such tours or activities arranged by Maple Leaf Academy with the understanding that such consent is subject to the following conditions:

1. The School will take precautions to ensure that tours and excursions are conducted in a reasonable and safe manner.
2. The School will advise the student of the particulars of the tour or excursion at least two school days prior to the intended date:
  - a) Destination
  - b) Date and time
  - c) Name of tour/excursion supervisor
  - d) Transportation plans
  - e) Costs
  - f) Telephone contact number to leave with family
3. This waiver and release will be in effect for the entire time of the student's registration at Maple Leaf Academy.

### LIABILITY

Neither the owner of Maple Leaf Academy nor any of its agents or employees shall be in any way liable for any accident, injury, damage, loss or for any other matter that may happen, from any course or circumstances whatsoever, to any student or guest for any loss, claim, matter, circumstance or event whatever in connection with any tour, excursion or activity. It is understood and agreed that under no circumstances shall Maple Leaf Academy, its owners, agents or employees be liable for any loss, damages, claims or costs occasioned or suffered by any student or their guests, directly or indirectly, howsoever arising, including without limitation, losses, damages, claims or costs as a result of Maple Leaf Academy, its owners, employees or agents negligence, and you agree to indemnify and save harmless Maple Leaf Academy, its owners, employees or agents from and against any and all liability arising out of any such loss, damages, claims or costs.

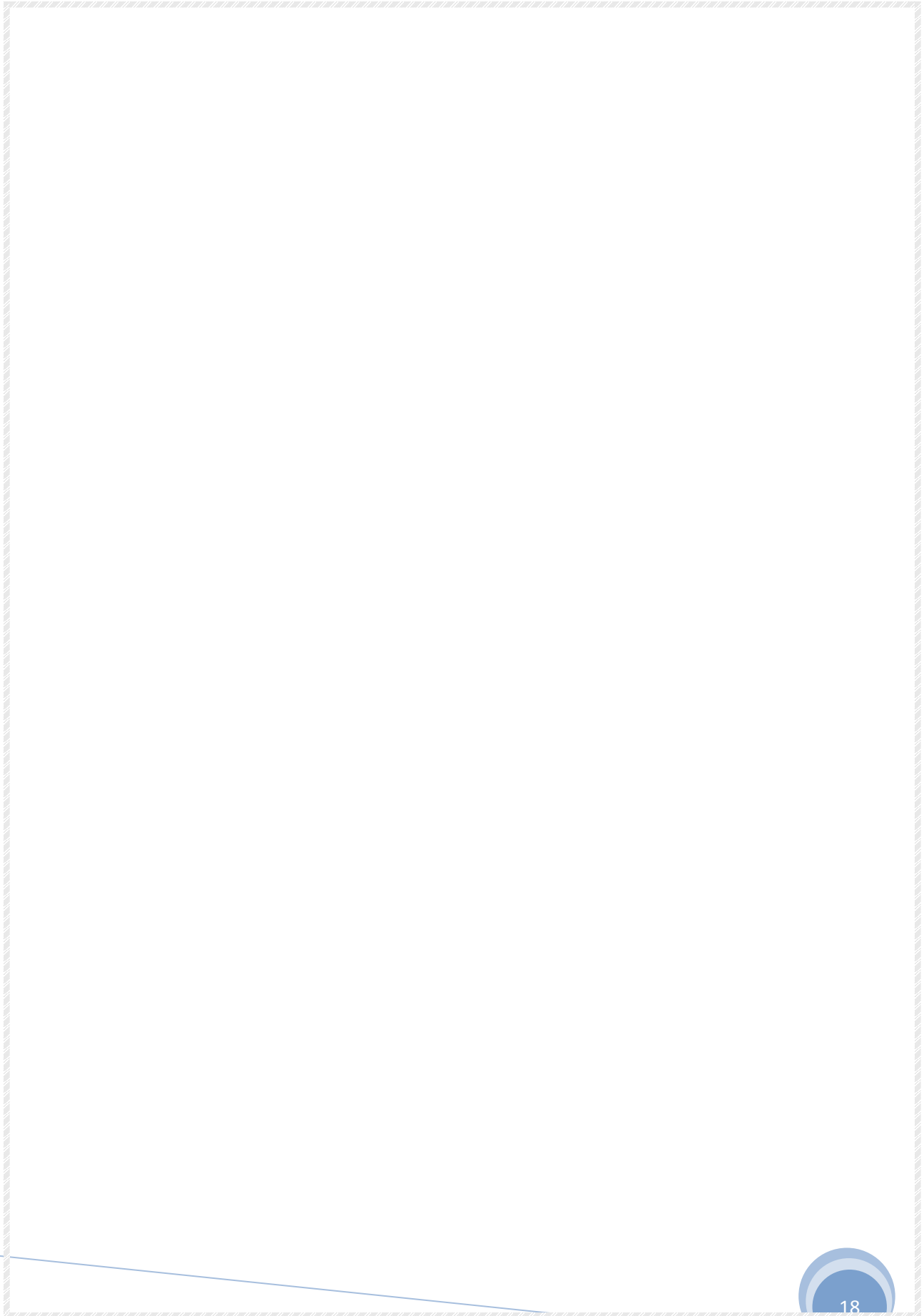
### WAIVER OF CONSEQUENTIAL EXPENSES

The school will not be responsible for any claims or damages, such as rooms, meals, or transportation, incurred by you, arising from delays due to factors beyond the control of Maple Leaf Academy.

I, the undersigned, have read and understand the waiver release agreement and have read and accept the preceding liability statement. I will participate in all tours, excursions and activities, at my own risk.

Student's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Undersigned: \_\_\_\_\_ Witness: \_\_\_\_\_



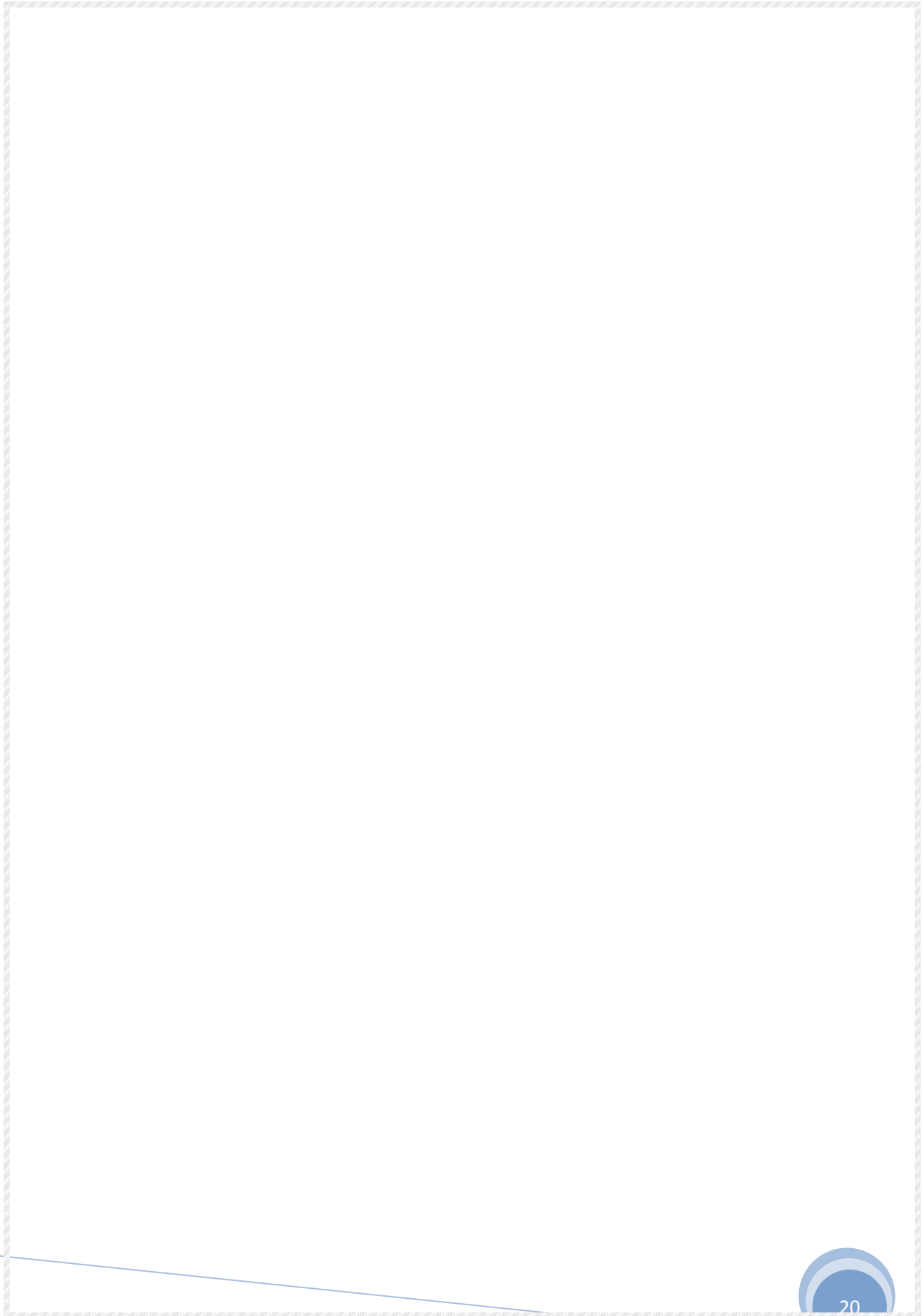
## Acknowledgement and Agreement Form

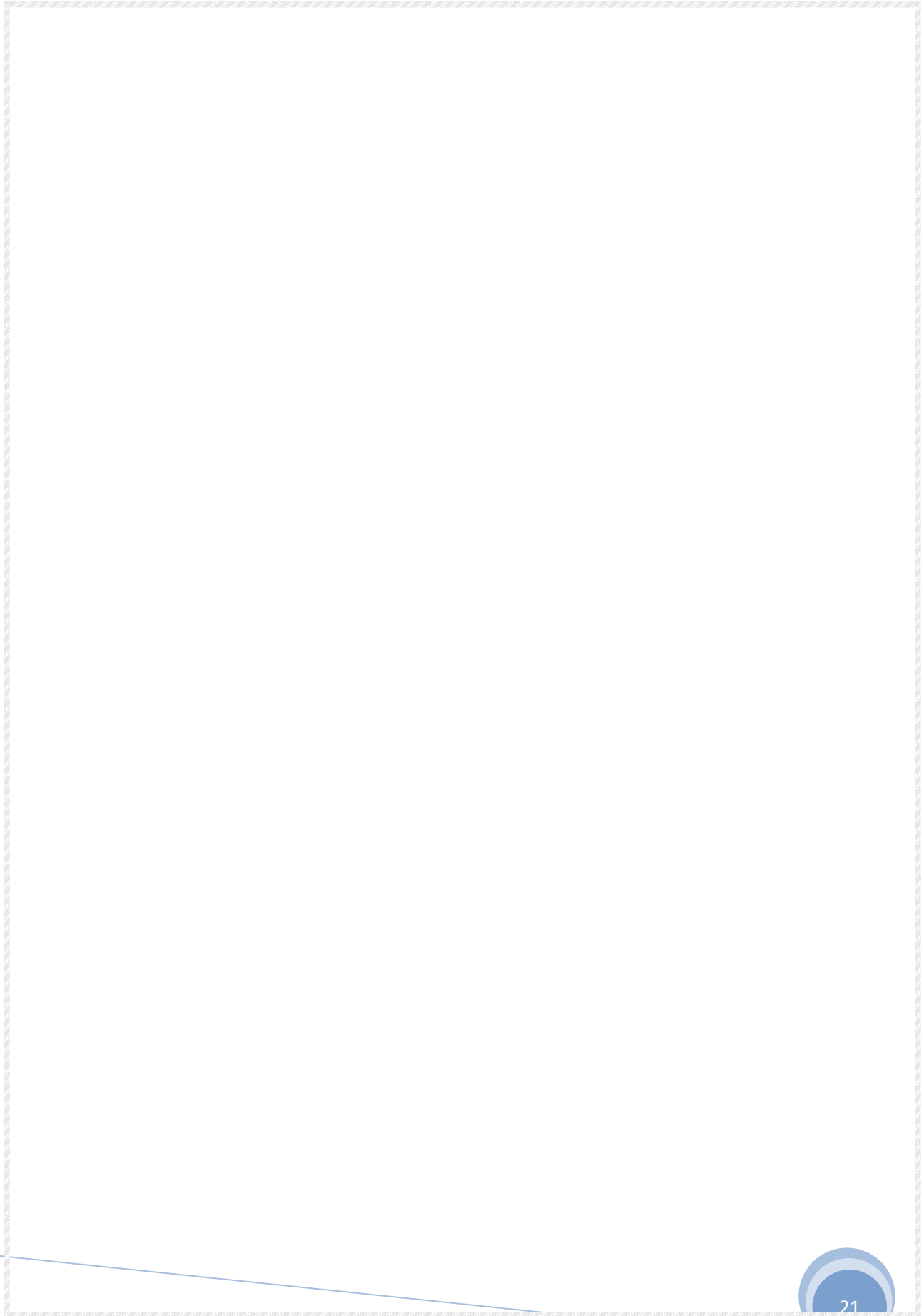
Per \_\_\_\_\_  
Bernadette Tredinnick  
Volunteer Coordinator

I, \_\_\_\_\_  
(Volunteer)

- Have received the Volunteer Handbook.
- Am aware that by signing this statement as required I am indicating that I have read and reviewed the Volunteer Handbook and understand its contents and/or asked questions regarding to it with the Volunteer Coordinator.
- Realize that this statement will become a permanent part of my volunteer personal file.

Per \_\_\_\_\_  
(Volunteer)







# Maple Leaf Academy

#200, 731 - 6th Avenue S.W.

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## Office Hours:

**Monday 9:00 am – 8:00 pm**  
**Tuesday 9:00 am – 8:00 pm**  
**Wednesday 9:00 am – 8:00 pm**  
**Thursday 9:00 am – 8:00 pm**  
**Friday 9:00 am – 1:00 pm**  
**Saturday 9:00 am – 1:00 pm**

## COMMONLY USED ACRONYMS WITHIN OUR SCHOOL

MLA – Maple Leaf Academy  
LINC – Language Instruction for Newcomers to Canada  
PBLA – Portfolio Based Language Assessments  
CLB – Canadian Language Benchmark  
ILVARC – Immigration Language Vocational and Assessment Referral Centre  
L/S/R/W – Listening/Speaking/Reading/Writing

## Administration

May Way – Programs Manager  
Natasha Iskra – Programs Manager; Academic  
Toko Ishikawa – Executive Director  
Elisa Sluser – Financial Advisor  
Bernadette Tredinnick – Volunteer/Resource Coordinator  
Shelley Keobke – Day/ESL Registrar  
Sahar Alkatnani – Evening Registrar  
Annie Bian – Saturday Registrar  
Tomoko Greff – Day Receptionist / Office Support  
Denisse Galdamez - iCARE/Office Support

