

THE VOLUNTEER'S GUIDE



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WELCOME

Dear volunteers,

Did you know that Station Familles was founded in 1991 by mothers in the neighborhood who wanted to provide support to the community? Since then, the support of new parents and families from 0 to 5 years remains at the core of our mission. It's our driving force, our unwavering motivation.

From the very beginning of the adventure, Station Familles has existed by and for its members, meaning that our mission is shaped through the involvement of our families. As you can well imagine, volunteering plays an essential role in supporting our orientation and keeping families at the heart of our actions.

This guide is a tool created for you to refer to, get oriented, and be guided in your volunteer work. For some of you, it will also allow you to discover more about our organization.

Our team is always there to support you and answer any questions or thoughts you may have. We truly appreciate your dedication and contributions, which are essential to achieving our mission. It is the collective effort of each individual that creates that enables us to continue our activities in a warm atmosphere of mutual support.

EMERGENCY MEASURES

In order to be well prepared in case of an emergency, start by carefully reading the emergency measures plan. You can find a copy on each floor, including in the basement, between the two entrance doors on the first floor, and in the reception office on the second floor.

Additionally, take note that there is a **fire extinguisher** and a **first aid kit** available on each floor. Make sure you know their locations!

If evacuation is necessary, the designated **meeting point** is located across from the building at the laundromat at 2772 Jolicoeur.



CODE OF CONDUCT FOR MEMBERS

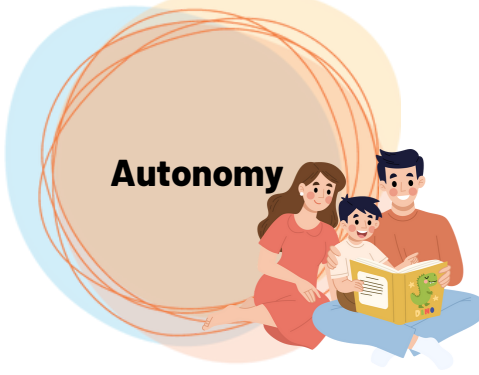
Solidarity



Cooperation, collaboration and mutual support are always encouraged in carrying out our mission to support and improve the quality of life of families.

The recognition of the potential of parents and children through popular education (a process of learning and critical reflection) and the principles of democracy are fundamental elements of our approach.

Autonomy



Open-mindedness and tolerance are major values for us. As such, every member of Station Familles commits to acting in a non-violent (physically, verbally, psychologically, economically, sexually) and non-discriminatory manner while respecting confidentiality. No state of intoxication or disrespect based on gender, physical condition, sexuality, status, religion and beliefs, origin, ethnicity, or socio-economic differences will be tolerated.

Respect For people, premises, and equipment



WHO ARE WE ?

Our mission

Support families (from prenatal to preschool period), primarily in the Ville-Émard and Côte-St-Paul neighborhoods, by offering services and activities aiming to improve their quality of life.

Our activities are divided into 4 categories:

Perinatal- New parents

“Bébé à bord” discussion group for future parents, “Relevailles” home support services, One on one meeting with a social counselor, “Parent-bébé” sharing group for new parents and their babies.

Parents

“Café-rencontres” discussion group, “Fil en aiguille” sewing workshop, School transition workshops, Individual meeting with a social counselor

Families

School transition preparatory workshops, Individualized family support service, Cooking workshops, Motor skills workshop, Reading and writing awareness workshops (storytelling hour)

Children

Educational drop-in daycare, family support service

*For more information on activities, ask for the programming!

VOLUNTEERING WITH US

Benefits

- Free daycare offered during your involvement
- Property and liability insurance
- Certificate of recognition
- Volunteer Appreciation Day
- Training
- Reimbursement of KM
- Participation in the organization's mission
- Recognition by members and employees
- Work experience
- Acquisition of new knowledge and skills

Opportunities

- On the management board
- In committees supporting the management board (annual report, fundraising, evaluation, etc.)
- In volunteer involvement committees such as the Activity committee and the Christmas committee
- At family activities and special events (Christmas party, cleanup chores, bazaar, open house, etc.)

THINGS YOU SHOULD KNOW

Our commitment to you

- Respect for your pace, interests, abilities and skills
- Opportunity for training
- Opportunity to participate in the development of new projects
- Recognition and appreciation of the importance of volunteer work
- Follow-ups, support, information and guidance
- Adequate workspace

Your commitment to Station Familles

- The volunteer is subject to the same code of conduct as Station Familles's members and employees.
- Volunteers may be held responsible for their actions if they cause bodily harm, financial losses or property damage.
- They may also be held responsible for their words (spoken or written) if they harm the reputation of a person and/or the organization.
- Punctuality is important. As your presence is important to us, in case of absence, please notify us as soon as possible.
- In order to collect the statistical data required for the annual report and to recognize your volunteer contributions, it is necessary that you report your volunteer hours.
- Liability insurance coverage is provided inside the premises.

TESTIMONIALS

Volunteering at Station Familles it's...

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...a place for sharing and socializing. It allows us to meet new families and talk about our children. It's a welcoming space where we feel useful. It's also a way of giving back in exchange for all the services and support that Station Familles has provided me.

-Cindy, Volunteer

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“

... a way to get out of the house, meet other people, and feel useful. It provides a space where families can share with each other. It's also a way to give back to Station Familles.

-Michèle, Volunteer.

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TESTIMONIALS

“

...a way of giving back to Station Familles, which helped me with my son. There was a time when I received support, and now that my son is in school, I have more time and want to help in return.

-Luz, Volunteer

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“

When I started volunteering, it was with the Christmas committee, and for me, it was just an activity like any other. I didn't know it was volunteering; to me, it was an activity like the coffee meetups to meet families and to do something useful. I was surprised when they told me that I could participate in the volunteer party because I saw it as an activity for myself. But I'm really happy to give back to Station Familles.

Julia, Volunteer

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