

華埠基金

VANCOUVER **CHINATOWN** FOUNDATION



**VOLUNTEER
GUIDE**

WELCOME TO THE VANCOUVER CHINATOWN FOUNDATION

Thank you for your interest in volunteering with the Vancouver Chinatown Foundation. We'd like to share a little more about our organization to make sure you get the most out of your volunteer experience.

BACKGROUND

Chinatown is a unique and irreplaceable piece of Vancouver's living heritage, built by generations of immigrants striving for a better life. This is the epicentre of Chinese-Canadian culture and history, it is distinctly Chinese, and distinctly Vancouver.

However, it is a community in transition. People have moved away, and heritage businesses are closing. We're at an inflection point, something has to be done now, or we're at risk of losing *another* piece of our city's cultural heritage.

The Vancouver Chinatown Foundation was created to revitalize this community. We have a vision of a prosperous, vibrant, and inclusive Chinatown, where people want to live, work and play. The Chinatown of the future is a celebration of the richness that migrants bring to communities, of the unique products and experiences that are generated when different cultures meet.

The Foundation is not for profit; we're building sustainable model for philanthropy by investing in projects that benefits those most in need, and re-investing returns in future initiatives. We are launching proof of concept projects including the Chinatown Storytelling Centre, the May Wah Hotel, Chinatown Vintage, and 58 Hastings Street- projects that we hope will act as a catalyst and inspiration for future ventures.

A complex problem requires a comprehensive, holistic solution; Our Strategy crosses three connected pillars: revitalising commerce, culture and the physical environment. it is only by addressing all of these challenges head on that we will return Chinatown to a sustainable and healthy community.

The Foundation can't do it alone; it is only through the efforts of a highly involved community of stakeholders that we can effect positive change. We build bridges, connecting and empowering public, private, and commercial stakeholders to plot the path towards a prosperous, resilient Chinatown.



OUR MISSION

The Vancouver Chinatown Foundation was founded in 2009 to honour a culture and community established in Vancouver more than 100 years ago. Our mission is to build a more resilient community and promote the wellbeing of those in need, while preserving Chinatown's irreplaceable cultural heritage. We mobilize resources and bring together bright minds with on-the-ground insights to help solve some of society's biggest challenges. To that end, we invest in projects that focus on lasting positive change such as affordable housing, and cultural and economic revitalization.

OUR PROJECTS

58 WEST HASTINGS STREET

A 10-storey structure consisting of approximately 230 social and affordable housing units, with an additional 50,000 square-foot integrated health centre. The building will provide coordinated health care that is accessible, covers a broad-spectrum of needs, and includes specialized services.

THE MAY WAH HOTEL

A historic rooming house built in 1913 that houses over 100 low-income residents. The Vancouver Chinatown Foundation is working towards upgrading and renovating the May Way Hotel to retain the affordable housing units, many of which are occupied by Chinese seniors.

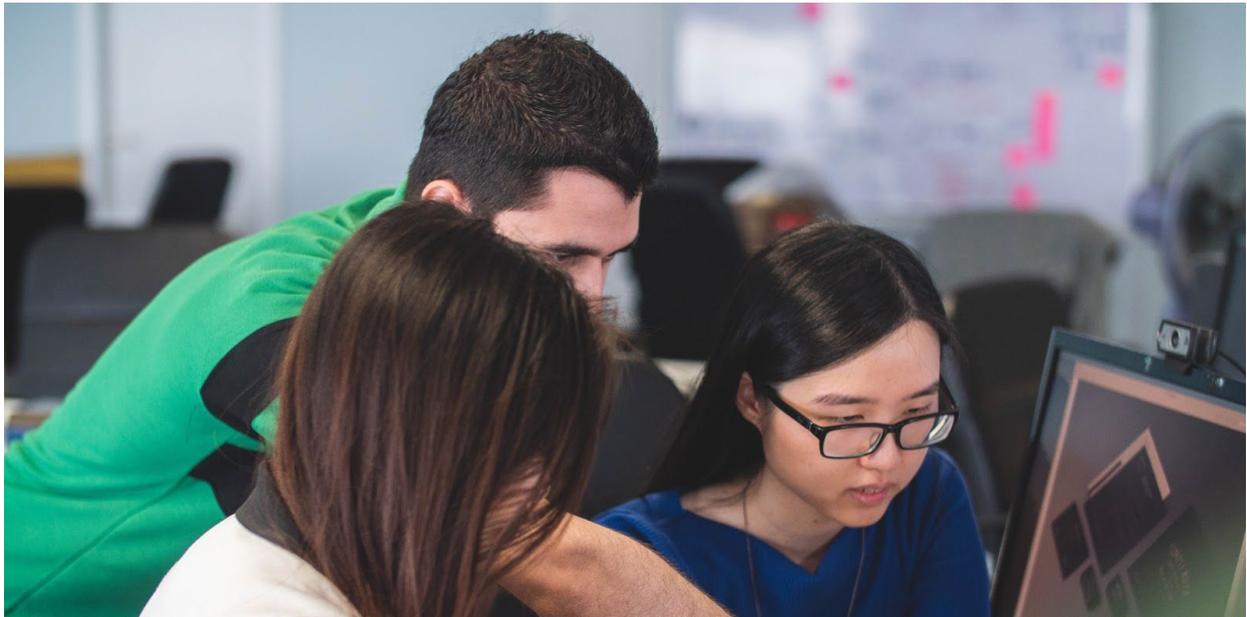
CHINATOWN STORYTELLING CENTRE

An immersive space that celebrates stories of the Chinese Canadian experience told through the lens of Vancouver's Chinatown. Located in the heart of Chinatown within the former branch of the Bank of Montreal, the Centre will share the Chinese Canadian journey and highlight

pivotal moments in Chinese Canadian history, as well as offer a venue and platform for others to share their stories.

CHINATOWN VINTAGE

A community thrift shop and treasure trove of gently used merchandise that includes women's and men's clothing, fashion accessories, shoes, and curios. 100% of all profits go towards the revitalization of Chinatown, and directly benefit the people that live in this neighbourhood and shop in the store.



VOLUNTEERING WITH THE VANCOUVER CHINATOWN FOUNDATION

Our work in Chinatown would be impossible without the talent, time, and generosity of our volunteer community. We have a number of volunteer opportunities, and hope you find one in line with your interests and availability.

VOLUNTEER BENEFITS

- Work alongside like-minded volunteers who share a common connection and passion for Vancouver's Chinatown
- Learn about Chinese Canadian history and culture through training and development opportunities
- Invitations to special volunteer appreciation events

- Receive complimentary admission to the Chinatown Storytelling Centre, along with other discounts and perks
- Enhance your resume, and gain references after reaching a minimum number of hours

ELIGIBILITY

- Minimum age: you must be at least 16 years old
- Commitment: varies based on each opportunity, but in general, we expect a minimum of 1 shift per month (4 hours)
- Screening and training: you must be able to participate in a face-to-face interview and attend a training session, see the position descriptions for dates and times.
- Communication requirements: for all positions that interact with the public, you must feel comfortable speaking English. Volunteers are expected to actively start conversations with visitors.
- You must be willing to obtain a criminal record check



OUR VOLUNTEER SUPPORT STAFF

All of our staff are available to help answer any questions so that you can make the most of your volunteer experience. For specific information about your volunteer schedule and tasks, please contact your supervisor or volunteers@chinatownfoundation.org

VOLUNTEERING POLICIES

Read more about our volunteer rights, responsibilities and policies below.

VOLUNTEER RESPONSIBILITIES

A volunteer agrees to:

- Accept the role of volunteer as a professional commitment and behave accordingly.
- Represent the Chinatown Foundation in an appropriate and responsible manner at all times while on shift.
- Be aware of and abide by the policies and procedures of the designated role.
- Attend training sessions as scheduled and maintain a standard of competence in completing assigned tasks.
- Work independently and/or as a team member when required.
- Be prompt and reliable in reporting for assigned shifts.
- Notify the appropriate supervisor as soon as possible if unable to work scheduled shift(s) because of illness or some unexpected reason.
- Be consistent and timely about keeping accurate hours.
- Dress appropriately for the position assigned.
- Communicate with the appropriate supervisor to resolve any problems or concerns.
- Provide the Chinatown Foundation with adequate notice before terminating his/her position.

VOLUNTEER RIGHTS

A volunteer may expect to:

- Work at a position that is worthwhile and challenging while leveraging existing skills and/or developing new ones.

- Receive ongoing training with clear and specific directions from the supervisor.
- Be an important part of the Chinatown Foundation and be recognized for his/her accomplishments in both formal and informal ways.
- Receive periodic feedback.
- Be advised of opportunities to change his/her placement if desired.



SCHEDULING

Scheduling for volunteer shifts vary depending on your availability and the assigned role. Please view our list of [Current Volunteer Opportunities](#) to see which roles align with your availability and interests.

EXPECTATION OF COMMITMENT TO SHIFTS

Once confirmed for a volunteer shift, it is expected that you will commit to working those shifts. Please make an effort to be punctual for the beginning of your scheduled volunteer shift. If you are going to be late or absent due to traffic, an illness or emergency, contact your supervisor and/or the main Chinatown Storytelling Centre line ahead of time or, as soon as possible, if prior notice is not possible.

SHIFT CANCELLATION

The Chinatown Storytelling Centre and the Foundation reserves the right to cancel shifts. A shift can be cancelled at any time prior to your arrival. We will try our best to give you 48 hours'

notice of a shift cancelation, but sometimes that is not possible. Most shift cancellations will come from programming that is cancelled due to low enrollment, inclement weather or emergency situations. If you have any questions or concerns, please speak with your supervisor.

BREAKS

At any time if you require a break, please let a staff member know and/or coordinate with teammates to fulfill your volunteer responsibilities.

CELL PHONES

Cell phones should only be used if absolutely necessary and kept on silent mode during a volunteer shift.

CONFIDENTIALITY

Some volunteer roles may deal with sensitive materials and/or personal information, and will be required to sign a confidentiality agreement. Please check in with your Supervisor to find out more.

PHOTO RELEASE AGREEMENT

Volunteers are expected to be comfortable representing the Vancouver Chinatown Foundation (“VCF”) across online and offline promotional materials, and grant their consent by signing off on the *Photo Release Agreement* in the Volunteer Application form. By signing off on the Photo Release Agreement, volunteers grant the Vancouver Chinatown Foundation permission to use photographs in all or current future paper and electronic publications, including blogs, websites, e-newsletters, used by and representing the Vancouver Chinatown Foundation.

Please see the [Volunteer Application](#) form for full details, or email volunteers@chinatownfoundation.org for any additional questions.

VOLUNTEERING PROCEDURE

1. Visit our **Website** to learn about our current available volunteer opportunities and projects.
2. Visit our [Volunteer Hub](#) to apply for a specific assignment.
3. Fill out a **Volunteer Application Form** to provide your contact information and personal information necessary for volunteering. The form will help us to accommodate your availability, interests and skills.

4. Participate in an **in-person or phone interview** with a volunteer supervisor to determine your fit and interest in a volunteer role.
5. Provide two **references** who can give an objective evaluation of your skills and character.
6. Upon the offer and acceptance of a volunteer opportunity, attend a volunteer **orientation** to learn more about your designated responsibilities.
7. Communicate with your supervisor to determine a **shift schedule**, and use our online portal to view, accept, and modify shifts.
8. Schedule a first **shadow shift** with your supervisor
9. **Have fun!**

CONTACT INFORMATION

Volunteer Coordinator

volunteers@chinatownfoundation.org

Thank you so much for your interest and great support.

We look forward to working with you to support the revitalization of Chinatown.