



ShelterBox
Disaster relief



AMBASSADOR HANDBOOK

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COME ON IN!

At ShelterBox, we are impatient to create a world where no family is without shelter when disaster strikes. Together, we are making an impact and you are a critical part of our movement. As an ambassador, you provide the link between people who need support and those who want to give it.

Over the past 18 years, our ShelterBox team has helped rebuild the lives of more than 1.2 million worldwide, but the global need for shelter is growing. Last year 1 in 5 families did not receive the emergency shelter that they needed - we are working to change this. As a forward-thinking and fast-growing international disaster relief charity, ShelterBox specializes in hand delivering emergency shelter to families on their worst day ever. This is possible through the tireless efforts of a strong and extensive support team of volunteer Ambassadors, Changemakers, Advocates, Rotary Club Champions and Response Team Members who give of their time, talent and energy to help us transform lives and rebuild communities.

As ShelterBox grows to serve more families, we need you now, more than ever before, to help raise awareness and critically needed donations to support our mission. To better support you in your role as Ambassador, we have this handbook which outlines our history, purpose, mission, and vision for how we can serve more families, and what you can do in your community to help families across the globe transform despair into hope. We will support you every step of the way, from your initial on-boarding, which includes information on ShelterBox and how you can serve, to ongoing training, regular emails and webinars, and up-to-date deployment information.

Thank you for being a part of our movement.

Dani Bristow
Volunteer Program Coordinator
ShelterBox Canada

WHO WE ARE

ShelterBox is a cutting-edge charity that hand-delivers emergency shelter for families devastated by natural disaster and conflict.

Our signature ShelterBoxes and ShelterKits contain the tools to transform lives and rebuild communities.

WHAT DRIVES US

We are fueled by an impatience to reach more people, to empower them to transform their lives, to build a world where no family is left without shelter.

OUR PLEDGE

We are impatient to see a world where no family is left without shelter when disaster strikes. This drives us to transform the support of our donors, fundraisers and volunteers into the hope and power of families all over the world – the power to rebuild homes, lives and communities.

Our impatience leads to determination. We will do whatever it takes to ensure that no family goes without shelter.

WHAT'S IMPORTANT TO US

Family

We're determined to see a world where no family goes without shelter when disaster strikes - it's the sole reason we exist. Family comes first. Every decision we make is based on the people we help, on transforming lives, on rebuilding hope.

Embracing change

We're not scared of change; we embrace it, nurture it and encourage it in order to reach more people. Every disaster is different and so is every response. We keep evolving to make sure we get the exact support families need in the best possible way.

Knowledge

We are dynamic. We work with other organizations, global partners and most importantly, the people we help, to develop our expertise. We don't just use our past experience to guide our future, but we keep learning, which is why we are experts in shelter.

Relationships

We have strong bonds, just like the families we help. ShelterBox is made up of dedicated staff, supporters and volunteers. Guided by the people we help and support from solid partnerships, we have the knowledge, vitality and conviction to go further - faster.

Treading our own path

We've always been different, but that's a good thing. We step out of the mainstream, muddy our boots and cut through red tape to help the people others can't or won't reach.



HISTORY

ShelterBox was founded in 2000 in the small town of Helston in Cornwall, UK.

That same year, the Rotary Club of Helston-Lizard adopted it as their millennium project. Little did they know that ShelterBox would become a Rotary International Project Partner, with an ever-growing number of international affiliates.

The first consignment of 143 ShelterBoxes was sent to earthquake survivors in the Indian state of Gujarat in January 2001.

Over the next three years the project matured and by the end of 2004 nearly 2,600 boxes had been dispatched following 16 major disasters. On December 26, 2004, news came of the devastating Indian Ocean Tsunami and ShelterBox faced our most significant challenge, one that would change our course forever.

Donations and volunteers poured in and we were able to ramp up our operations on a scale unimaginable just six months earlier.

Over the next few short months, ShelterBox emerged as a major player in the field of international disaster relief.

SHELTERBOX CANADA

ShelterBox Canada is a registered charity that has been a part of the global ShelterBox network since 2010. We are 1 of 18 affiliate ShelterBox offices globally and our Canadian office is located in Toronto, Ontario.

We have a team of over 100 volunteers across the country who share their passion with us and help us raise awareness and fundraise across the country.

There are eight Canadian ShelterBox Response Team members who work tirelessly with the rest of the international Response Team to deliver aid to families who need it around the world.

NOTABLE RESPONSES

2017 Hurricane Irma and Maria

2016 Fiji, Typhoon Winston

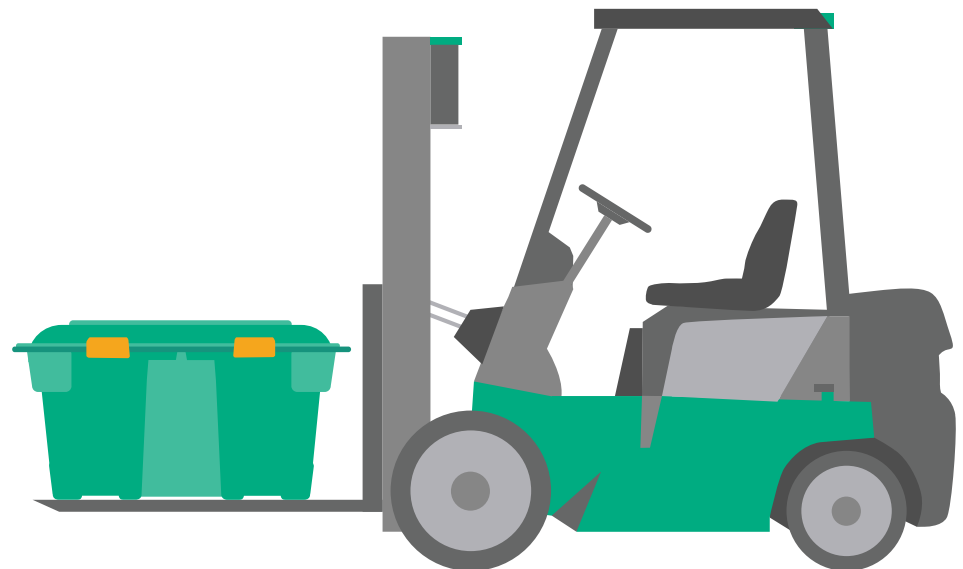
2015 Nepal, Earthquake

2013 Philippines, Typhoon Haiyan

2012 - Present Syrian Refugee Crisis

2011 Japan, Earthquake and Tsunami

2010 Haiti, Earthquake





WHY WE EXIST

Last year, 1 in 5 families around the world did not receive the emergency shelter they needed after they were made homeless by natural disaster and conflict, more than any other time in human history. We are working to change this.

Why shelter?

Talk to anyone who doesn't have shelter and the answer is simple. Shelter is more than just a roof - it's a home. It's the foundation for life, for families, for communities.

Homes might be different around the world - taking anything from a few days to many years to complete but they all have similarities. They are made from hard work, hard-earned savings and dedication. When natural disasters and conflict force people from their homes, we can't replace what a family has lost, but we can help to rebuild. We provide people with the tools to start the process of their own recovery.

The shelter we provide protects a family from burning heat, bitter cold, dangerous animals and disease, but it means so much more. A shelter creates a space where families can have privacy from the rest of the world, where they can feel safety and security in being together.

When people are plunged into crisis, normality is suspended. But good, quality shelter can cut through the chaos. It doesn't just give people space to heal from physical and emotional trauma, but it gives them roots, roots that go far deeper than a simple tent peg.



HOW WE DO IT

We deliver the essentials people need to begin rebuilding their lives in the aftermath of a disaster.

Each disaster is different, and so is every community. We don't believe that one size fits all, so we make considered assessments to provide the exact support that gives people the hope and the power to transform their own lives.

Our first consideration is always what is the shelter solution that families need? The aid we supply comes in the form of ShelterBoxes and ShelterKits. Our sturdy green ShelterBoxes contain family-sized tents specially designed to withstand the elements and provide people with temporary shelter until they are able to start the process of rebuilding a home.

Our ShelterKits contain all of the essential tools people need to start repairing and rebuilding homes straight away.

That's not all. We know that a home is much more than bricks and mortar or tarpaulin and tent pegs. Our kits and boxes contain the items that help transform shelter into a home, like cooking sets, solar lights and activity sets for children.

We test and evaluate all of the aid we provide by talking to, and learning from, the families who use it. This fuels us to be innovative and to continue evolving.



OUR AID: SHELTERBOX

We don't believe that one size fits all. We work hard to understand the impact of each emergency and the need this creates within individual communities. The support we provide, whatever shape it takes, gives people the hope and the power to transform their own lives.

Our sturdy green **ShelterBoxes** are designed to help people who have lost everything - not just their home and precious belongings, but practical tools and utensils that create the framework for everyday life. They contain a family-sized tent that protects people from the elements and provides a safe space in which people can start to recover. The contents differ depending on the disaster and climate, but items such as solar lights, water storage and purification equipment, thermal blankets and cooking utensils help start the process of creating a home.

'We are flexible. We know that some of the families we help will be impatient to rebuild and strengthen their homes, while others don't have the capacity or opportunity to start doing this straight away. Creating a home is a process that takes time and we support families to continue on that journey.'

Dave Ray, ShelterBox Operations Coordinator



ABOUT OUR AID: TENTS

ShelterBox Disaster Relief Tent

The most used tent option by ShelterBox is the Standard Disaster Relief Tent, designed by Vango. The tent is waterproof, UV-protected and because of its dome construction it can withstand extreme temperatures, high winds (up to 100 kmh) and heavy rainfall.

The exterior and interior lining form a ventilation system that naturally creates a 10 degree difference in the ambient temperature and allows the tent to stay dry in up to six-inches of standing water. This tent may also be fitted with a winterized liner for use in cold environments.



Flex 3 Tent

The Flex 3 tent is a waterproof, rot-proof and UV-stabilized family dome tent. The tent includes heavy inner insulation, extra ground sheets and a chimney to accommodate an in-tent stove for winter use. The tent is also connectible to accommodate larger families with two tents. This tent is typically used when ShelterBox is working in very cold climates.



UN Tent

The UN Tent is often used in conflict areas or in camps that have already been established prior to arrival of a ShelterBox Response Team. These tents will be used in already established camps so that families are all receiving the same aid. We often work with local partners to determine what aid is best for the current situations. They are often also used in conflict areas due to safety concerns.



OUR AID: SHELTERKIT

ShelterBox listens carefully to those who receive its aid. One of the things we hear from people who have survived a disaster is that they want to rebuild their homes and livelihoods as soon as possible.

Our **ShelterKits** contain a selection of materials, including toolkits, ropes, fixings and heavy-duty tarpaulins, that can be used to make emergency shelters, repair damaged buildings and create the foundations for new homes. We also customize these kits to suit the location and the needs of each community. Sometimes the kits include corrugated iron to help make resilient roofing, or room dividers and mattresses to make warehouses habitable - whatever it takes to help people recover from disaster.

‘When I received the ShelterKit I felt very happy and blessed. I was able to make the roof waterproof, and I am using a folded edge of the tarpaulin roof to collect rainwater [water is a three-hour round trip].’

‘If I could send a message to the people who sent this kit I would send a great thank you and a beautiful prayer..’

Bernicia Benady, Haiti 2016





ABOUT OUR AID: SHELTERKIT

The ShelterKit has been developed by the International Federation of Red Cross and Red Crescent Societies (IFRC) over the last five years.

In December 2013 ShelterBox purchased 1,000 shelter kits, to trial in disaster environments to support families whose houses had been damaged but not destroyed. As well as allowing people to remain on their land and undertake interim repairs, it would mean that for the cost of one tent you could provide five shelter repair kits thus increasing significantly the number of households we are able to support following a disaster and where a tent is not necessarily the best solution.

The contents of a basic ShelterKit include:

ShelterBox Shelter Repair kit

Hoe

Hand saw

Wire cutters

Wire

Claw Hammer

Shovel

Rope

Tarpaulins

Nails (roofing, 7.5cm and 4cm)

The basic ShelterKit can be supplemented with locally procured items to meet the needs of every culture.

MEET ELIZA

Losing a home through damage or total destruction is devastating for anyone, but for some people, their home means more than bricks, mortar and memories. For 21-year-old Eliza, who is blind and epileptic, home is a safe place that she can navigate by touch and feel.

We met Eliza in Malawi. She is blind and she takes care of her small siblings. During the flooding in Malawi in 2015, Eliza's family lost a wall and the roof from their home. Everyone in her community received a ShelterBox and tent, however this would not have been a good solution for Eliza.

Eliza was familiar with her home and knew how to navigate through every corner by touch. Putting Eliza and her family into a tent would have been a very difficult adjustment for Eliza.

Our ShelterBox Response Team were able to fix the wall and roof of Eliza's home with a ShelterKit. Eliza and her siblings were able to stay in their home, providing Eliza with a place she knew by touch and felt safe.





ABOUT OUR AID

We know that a home is much more than bricks and mortar or tarpaulin and tent pegs. That's why we also offer other disaster relief items that are essential for survival and can help to turn a shelter into a home. We test and evaluate all of the aid we provide by talking to, and learning from, the families who use it. This fuels us to be innovative and to continue evolving.

After we have decided if we are going to distribute a tent or a ShelterKit, we then know whether we will send a ShelterBox or a Totem box.

Our signature ShelterBox always comes packed with a tent inside as well as other essential aid items that help families return to normality as soon as possible.

A Totem box is our smaller sturdy green box and is typically sent with a ShelterKit. Our ShelterKits are always packed in a durable bag and packed separately to the ShelterBox due to their size. When sending a ShelterKit, we also send the totem box that contains the essential aid items that would also come in a ShelterBox.

ABOUT OUR AID: IN THE BOX



Warmth and Protection

Blankets, groundsheets and mattresses not only provide vital warmth, but comfort too when families are recovering from disaster.

These simple items can be used in a variety of ways, from bedding to room dividers, and help turn a shelter into a home.



Clean Water

When disasters devastate the landscape and force families far from home, it can be hard to access safe, clean water.

We provide lifesaving means of water purification. The Thirst Aid Station has enough capacity to supply a family with safe water for a month and stops filtering when it is no longer at 100% to ensure families stay safe.



Solar Light

Our solar lights can last up to 16 hours on just one charge. They are lightweight and can float in water, making them easy to carry in any situation.

Solar lights not only illuminate dark and dangerous paths, but they enable families to cook meals and children to finish their homework when it gets dark. They help create safe environments where people can pick up their daily routine.



ABOUT OUR AID: IN THE BOX



Heart of the Home

Family meals help to provide the framework of everyday life.

By providing cooking sets, containing a range of sturdy utensils, families can spend quality time together. They can eat meals that provide normality and nourishment.



A Child's Smile

When disasters destroy buildings and families flee conflict, children's education often gets interrupted.

Children's activity packs mean that children have something of their own and the resources to express their feelings - at a time when their whole world has been turned upside down. Each pack contains drawing books, crayons, math sets and other supplies.



Protection from Disease

We send mosquito nets to areas of the world where malaria, zika, and other mosquito spread diseases are prevalent.

Each net is treated to keep mosquitoes away, providing families with a safe place to sleep.



[VIEW IMAGES OF ALL OUR AID OPTIONS HERE](#)

ZIMBABWE, 2014

When a nearby dam failed and flooded Faith's village in Zimbabwe, she and her family moved to a temporary shelter in Chingwizi.

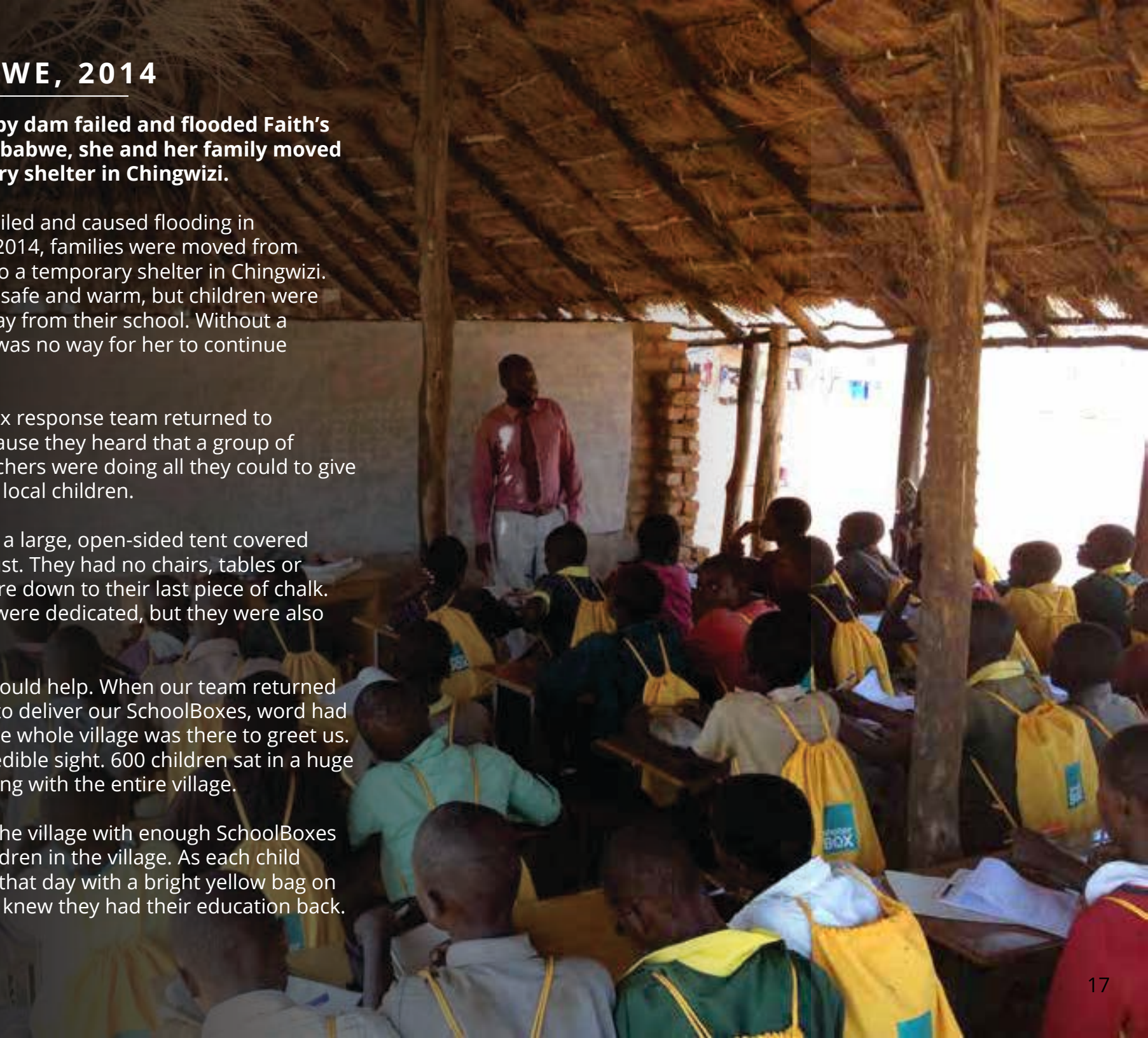
After a dam failed and caused flooding in Zimbabwe in 2014, families were moved from their villages to a temporary shelter in Chingwizi. Families were safe and warm, but children were now miles away from their school. Without a school, there was no way for her to continue education.

Our ShelterBox response team returned to Chingwizi because they heard that a group of dedicated teachers were doing all they could to give lessons to the local children.

They set up in a large, open-sided tent covered in thick red dust. They had no chairs, tables or books and were down to their last piece of chalk. The teachers were dedicated, but they were also desperate.

We knew we could help. When our team returned to the school to deliver our SchoolBoxes, word had got out and the whole village was there to greet us. It was an incredible sight. 600 children sat in a huge semicircle, along with the entire village.

We provided the village with enough SchoolBoxes for all 600 children in the village. As each child walked home that day with a bright yellow bag on their back, we knew they had their education back.



HOW DO WE DECIDE WHERE TO SEND AID?

When natural disaster and conflicts occur, our ShelterBox Operations Team, based in the UK, make careful assessments to ensure that ShelterBox aid is right for the situation. We will consider the type of disaster and the level of damage as well as the needs of the community and their ability to recover.

The need for shelter is ever growing and unfortunately we aren't able to help everyone. That is why we have 'Decision to Respon Criteria' which helps us make the tough decisions and prioritize the most vulnerable families around the world who wouldn't otherwise receive assistance



DECISION TO RESPOND CRITERIA

We use the following questions to help us decide whether a ShelterBox response is appropriate based on the need, what aid we can offer, and if we have the available resources. We also recognize that in some cases we are not the best suited to help, and these questions help us ensure that we are reaching families and communities with whom ShelterBox aid will provide what they need, when they need it.



Government Response

Has the local Government declared a state of emergency and/or asked for international assistance?

The local Government has to be the primary responder. If Government resources are overwhelmed, then ShelterBox will look at responding, as long as we have permission to work there.



Number of Families Needing Help

Will at least 200 families need our aid?

Our experience shows in most cases, when the number of people who have lost their homes is under 200, most needs can be met through local organizations, or through family support systems (for example, staying with relatives). We prioritize responses where we can reach families who would not otherwise have shelter available.



Type of Aid

Is our aid appropriate?

We look carefully at whether the aid we can provide will meet family's needs both culturally and contextually. We have a range of shelter options which make our aid adaptable to many situations, but they won't always be what is needed.

We have a flexible approach to our aid and we work hard to understand what families need across different situations. Whilst emergency shelter is at the heart of ShelterBox, we also provide other essential items (such as blankets, water filtration equipment, kitchen sets, solar lights and more) that can help to restore a sense of normality for families living through disasters. We will only respond if what we can offer will best support families who receive our aid so that they can recover.



Length of Time Support Will Be Needed

Will shelter aid be required for at least 1 month?

Schools and community centers are often better built to withstand disasters, and are then used as temporary evacuation centers. While not always ideal, these can meet shelter needs for a short period of time. Our teams prioritize responses where the need for shelter goes beyond the capacity or availability of evacuation centers.



Speed of Self-Recovery

Do people have the resources to recover themselves?

Our operations team also takes into consideration factors like average income, availability of building materials, resilience of infrastructure like hospitals and roads, insurance, government compensation and other factors which help us determine whether people will be able to recover themselves. Our responses will focus on areas in which people have limited ability to self-recover without assistance.



Local Capacity

We strive to provide aid to families who would not otherwise receive support. We work with partners and community organizations to understand the local need and capacity. While a situation may look severe, in some cases, local organizations and agencies are able to meet the needs without outside aid. ShelterBox responds when there is a need that won't be met otherwise.



ShelterBox Resources

Do we have the resources needed for the duration of a response?

We carefully look at whether we have the people, finances, and aid needed before responding. We make sure that every family and community we work with gets the full support they need so we only respond when we have the resources to see the full response through.



Safety

Can we safely respond?

At ShelterBox we take the safety of our teams, our partners, and our beneficiaries seriously. We are experienced in working in lots of different and extreme situations around the world. We work hard to understand the risks involved and the resources we will need to help local families and ensure that our response can be carried out safely.



Sphere Standards

Do the vulnerabilities of the families who need help fall within Sphere definitions?

The Sphere Handbook is one of the most widely known and internationally recognized set of standards for humanitarian response. It outlines vulnerability criteria and response standards to ensure that humanitarian organizations are not causing harm (even if well meaning). ShelterBox uses these to help identify those within the emergency who need support the most, and adheres to all standards outlined. [Learn more here.](#)



Global Development Index Rating

What is the affected country's index rating?

We will always work hard to prioritize and help the most vulnerable families in an emergency. When disasters happen across multiple countries and we have difficult decisions to make about where to respond, we will use additional criteria as outlined by INFORM (Index for Risk Management) Global Risk Index and the Organization for Economic Cooperation and Development's list of countries eligible for Official Development Assistance to ensure we are helping those most in need.



Speed and Efficiency

Where will our aid have the greatest impact for families affected by disaster?

This is additional criteria which we use when we have budget restrictions or multiple countries are affected at the same time (such as Hurricane Irma in the Caribbean). When we can't be everywhere, we focus on areas that our aid will have the biggest impact on families who need it the most.

MEET MOHAMMAD

Mohammed and his family live in southern Gaza. During the 50-day war, their lives changed forever.

In the second Palestinian uprising, Mohammad lost his job and had to move to find work to support his family. Through hard and continuous work, he was able to buy his own house and invite his parents to live with him and his family.

Their happiness was shattered during Ramadan, when the whole family was gathered for an evening meal. A missile hit the house. In one evening, Mohammed lost his wife, father, brother and sister. He now looks after his two young sons by himself.

We were able to help Mohammed start rebuilding his life by providing him with a ShelterBox. He was able to live in the tent with his family on the land where his destroyed house stands.

‘This tent enabled me to stay on my own land, where with all determination I will try and rebuild my home that was destroyed.’





GOING THE EXTRA MILE: DELIVERY

We go to the ends of the earth to reach the most remote communities that have been devastated by disaster.

We do this with the help of an amazing network of volunteers and support from Rotary. Our aid is hand-packed with care before being transported around the world.

ShelterBox Response Team

Once a request for aid has been identified at ShelterBox HQ, a response team is carefully selected from a pool of more than 250 highly-trained volunteers across the world. Response Team Members use all available resources to make sure they channel the aid according to need, focusing on the most vulnerable families first. Our teams travel by foot, boat, helicopter or even tuk-tuk to get there. Whatever it takes.

Aid Prepositioning

Stock piles of aid are held in strategic locations that can be dispatched within hours of a disaster. These act as a stopgap if necessary until the main shipment of aid arrives from the warehouse in the UK. These prepositioned aid stockpiles allow us to get aid to families that much sooner.

Arrival

Once aid arrives in its country of destination, it is met by a ShelterBox Response Team for processing through customs and organizing onward transport to its final destination. Our support from Rotary is often a key component of getting our aid on the ground. Rotary provides invaluable assistance during our responses. Rotarians are able to give us find-hand knowledge of many of the countries in which we respond, logistical and operational assistance and vital links into community.

WHAT MAKES US DIFFERENT

We cross boundaries and cut through red tape to provide the link between people who need support and those who want to give it. We don't follow the crowd; we're leading the way in the future of emergency shelter.

VOLUNTEERS

ShelterBox was started by volunteers. While our organization has grown, our volunteers are still the lifeblood of ShelterBox.

They form an amazing network that helps along every step of the way. From raising awareness to hand-packing ShelterBox aid at our HQ to delivering it straight into the hands of families who need it, our volunteers are at the heart of the action.

They come from around the globe to support ShelterBox. They bring a vast array of skills and are highly trained, especially our Response Team Volunteers, who travel to the ends of the earth to reach vulnerable families and provide the exact aid they need.

PARTNERS

Working with partners helps us to go further - faster. It gives us the flexibility to work in different areas and reach even more families in need of shelter when disasters strike. It also enables us to share our expertise in shelter and learn skills from other organizations.

To ensure we are reaching as many families as possible we often work with many other leading international relief agencies in the field. We partner with other local organizations in conflict situations, when it is not safe to deploy our international volunteers, or when we need help with distribution.

Some of the international partners agencies we work with are Hand in Hand for Syria, Red Cross, Habitat for Humanity and the United Nations High Commissioner for Refugees (UNHCR).



ROTARY INTERNATIONAL PARTNERSHIP

We are project partners with Rotary International, a global community of 1.2 million neighbours, friends and community leaders. Their aim is to create positive, lasting change in communities at home and all over the world.

Rotary has supported ShelterBox from the start, when a local club championed the simple idea to package up essential shelter items in our now-iconic ShelterBoxes. As ShelterBox grew, so did Rotary support, and we are now international project partners in disaster relief.

This partnership has helped us to become who we are today. Our global network of ShelterBox affiliates, which provides all round assistance, evolved from Rotary relationships. people to lead in their own recovery - to make sure that our work has a lasting impact.

Rotarians and Rotary groups all over the world help ShelterBox in a variety of ways. In addition to tireless fundraising, they provide invaluable assistance during our responses. With more than 33,000 clubs worldwide, Rotarians are able to give us first-hand knowledge of many of the countries in which we respond, logistical and operational assistance and vital links into communities.

This personal, community connection helps us to provide just the right support to enable people to lead in their own recovery - to make sure that our work has a lasting impact.

CLICK THE IMAGE TO WATCH THE PARTNERSHIP IN ACTION



HOW WE ARE FUNDED

ShelterBox is funded by public donations from Canadian individuals, companies, groups, Rotarians and Rotary Clubs. We do not receive government funding and we rely on your support to help us hasten the day where no family goes without shelter when disaster strikes.

ShelterBox prepositions aid around the world so that our teams can respond immediately following a disaster. Donations allow us to be prepared to respond immediately whenever families need our help. To be as effective as possible in providing immediate help to families, we do not accept donations designated to a specific country or disaster.

The way we work means we are prepped for immediate response. Donations received before a disaster will often be those that are used to respond to it. Donations stimulated because of a disaster may be used to prepare for the next one. By donating to ShelterBox Canada, you are helping us to make the most difference to families in need of shelter.



TAKE ACTION

Now that you are familiar with ShelterBox and how we work to ensure that no family is left without shelter lets talk about how to take action

Before you get started it is important to know that there are three expectations of every ShelterBox volunteer.

- 1. Raise Awareness about ShelterBox**
- 2. Fundraise for ShelterBox Canada**
- 3. Recruitment of new volunteers**

GET STARTED

Here are three easy ways to get started as a ShelterBox Ambassador:

1. Reach out to local Rotary Clubs, Highschools or community groups and set up your first ShelterBox presentation - use the pre-made presentations and you are all set!
2. Set up a personal fundraising page and reach out to your personal network as an easy way to start your fundraising efforts.
3. Find a friend who shares your passion to help families without shelter and bring them on as a new volunteer. Work as a team to raise awareness and fundraise for ShelterBox Canada

PREPARING FOR PRESENTATIONS

There are so many great opportunities to promote ShelterBox. Ambassadors have represented ShelterBox everywhere from fairs and festivals to local schools and youth groups. One of the most popular opportunities involves making a presentation to a particular group. Here are a few tips to help you get starting if you are preparing to give a formal talk.

The primary aim of any talk is to raise awareness and inspire people's interest in ShelterBox. Most audiences are unlikely to remember every detail of a presentation. However, they will walk away with an overall impression of the type of organization you are representing.

This means it is vital for all Ambassadors to understand and agree with the principles of ShelterBox before they represent the charity in public.





HOW WE TALK

ShelterBox is made up of real people who speak to other real people, whether it's the families devastated by disaster, or those who support us. The way we talk reflects this.

We're open and honest. We don't use jargon and we get to the point. We don't have time to mess around. ShelterBox is fueled by three key energies. They run through everything we do, and the way we speak.

HOW WE TALK: THREE KEY ENERGIES

Impatience

Impatience is a virtue at ShelterBox. It's how we feel when we see families without shelter, without the tools to transform their lives, without hope of stability and community. Impatience is what drives us to cross boundaries, cut through red tape and go the extra mile to reach these people. We believe nothing is impossible.

Our impatience doesn't manifest itself in rash decisions. It is an impatience to create a movement - to bring people together to build a better world. We are impatient to keep evolving and do the best we can for families in desperate need of shelter.

Using Impatience

Impatience is a powerful tool that galvanizes support for our work. We know that other people feel as passionately about the importance of shelter as we do, but that many don't know how to make a difference. We share their impatience and show them that there are simple, tangible ways that they can help transform the lives of people devastated by disaster.

We use Impatience to show urgency and to urge people that more can be done. Impatience strengthens any call to action and is particularly effective when disasters first happen or escalate.

Emotion

Natural disasters and conflict change the shape of people's lives dramatically - sometimes forever. Our work helps to transform grief and despair into relief and hope. We capture this emotion to bring stories to life and to show supporters the immense difference they make.

Using Emotion

We focus on emotion when we want to give people a deeper understanding of a situation. Impatience draws people in, but emotion is what builds their trust in ShelterBox and makes them stay.

We not only use emotion to add depth and personality to our messaging, but we use it to deepen people's relationships with Shelterbox. We couldn't exist without our supporters and it is important to demonstrate our appreciation. Showing our own emotions and the emotions of the families we help, shows how much we care

Positivity

We are ordinary people just like you, and working in the face of conflict and natural disaster can be hard. But we do it with positivity and a sense of humour. We're upbeat, even when the odds are stacked against us, and while we take our work seriously, we never take ourselves too seriously.

Using Positivity

Sometimes impatience and intense emotion needs to be softened. We never make light of disasters, but we know that focusing on positivity and even humour can be an infectious and powerful tool.

We are always positive when we engage in face-to-face events with our supporters. We encourage our volunteers to find fun and ingenious ways to raise money and engage others in the work of ShelterBox. We balance stories of destruction with those of joy. We're not the only ones. When we talk to the people we've supported, their stories are full of transformation, of resilience and laughter.

MEET SYEDA

Syeda is a remarkable 35-year-old Rohingya mother who lives in Shamlapur Settlement, a refugee camp about 50kms from Cox's Bazar, Bangladesh.

Our ShelterBox teams met Syeda while working to provide shelter and supplies to newly arriving Rohingya families in Cox's Bazar. We were immediately inspired by her story.

Syeda is a single parent to four children after her husband tragically died seven years ago. A year after losing her husband, there was a mass killing of the Rohingya people in her Myanmar village.

Syeda knew she had to leave for her family's safety: 'During that time, many people, especially women, were being tortured, raped and even killed, so that's why we left and came to Bangladesh.'

Syeda walked for three days with her four children, eventually crossing the border into Bangladesh by boat.

The family were welcomed into a host community and Syeda began working the fields and earning a living for her family. This was something she had never done before as it is not very common for Rohingya women to work and make their own money.

Now, six years later, Syeda is working for an international aid agency helping other Rohingya people.



WHAT WE LOOK LIKE

Just as importantly as the way we talk, the way we look can play a huge role in shaping supporters desire and trust for ShelterBox.

We've worked hard to craft a brand identity that compliments the stories we tell, is clean and fresh but doesn't overshadow the importance of the people we meet or the work we do.

Here is an example of how we use striking photography to outline our conviction for addressing the need for shelter, and how we aim to do this.

The language we use is confident and direct but reflects our community-focused approach.

PHOTOGRAPHY

We try and use photography that is emotive and captures the hard work that we do all over the world. Focus on capturing the brand in motion. Important to use ethical imagery – never forcing a story through an image where there wasn't one.

We keep retouching to a minimum. Family comes first at Shelterbox so it is important that we are consulting families on the imagery and always gaining consent to tell their story and share their photos

View and download all of our deployment photography here - www.flickr.com/photos/shelterboxuk/



FONT AND COLOURS

OPEN SANS - We use this font for all online and print materials. It's the font this handbook is written in!

Georgia - We use this font in italics to highlight quotes in stories or for some headers

Arial - If you don't know which font to use, try Arial!



ShelterBox Green

Pantone Solid Coated 339 C

R:0 G:168 B:141

C:100 M:0 Y:60 K:0

HEX: #00a88d



ShelterBox
Disaster relief

FUNDRAISING: PERSONAL PAGE

Are you stuck on how to start fundraising? One of the easiest ways to start fundraising is by setting up a personal fundraising page with ShelterBox Canada. Follow these three easy steps to get set up.

1. Sign up

Go [here](#) and follow the instructions on screen to sign up for a new personal fundraising page. Create a team and get your friends on board or sign up alone and set a personal fundraising goal.

2. Set up

Once your page is created go to the 'Edit my page' menu option and personalize your page. Remember that sometimes the most compelling story is your own, let people know why you are passionate about ShelterBox.

3. Send

Once your page has been updated with your personal story, click the 'email' menu option and send your personal fundraising page to your email contacts.

You can also share your fundraising page through social media (Facebook and Twitter) by clicking on the share options!

Tip: Remember that a thank you can go a long way to build loyalty with supporters - if someone donates to your page, send them a thank you note or email!

FUNDRAISING: IDEAS

- Set up the ShelterBox Tent and display at your local farmers markets and holiday bazaar
- Challenge a local school to host a camp-out in a ShelterBox tent
- When your birthday is coming around the corner, encourage friends and family to donate to your personal fundraising page instead of gifts
- Get your workplace involved and host a 'casual Friday' fundraiser
- Challenge all of your Facebook friends to each donate \$5 to your fundraising page (or to ShelterBox Canada directly) and see how much you can raise
- Fundraise for ShelterBox by running in a local marathon



MEET FATNIZAR

When the earthquake struck Central Sulawesi, Indonesia on 28 September 2018 it destroyed the home of Fatnizar and her family in Tondo Village, Sirenja, Donggala. Many of the homes in her neighbourhood survived the earthquake, only to be swept away moments later by the subsequent tsunami. Fatnizar relocated with her husband and four children to a football field five kilometres away.

A total of 121 families took refuge on this field across from a school and Fatnizar's family had to share a space under a large tarpaulin with fifteen other families. One month had already passed when ShelterBox first discovered this newly formed community. We were able to assist 150 families with tents, mosquito nets, water filters and carriers.

When we returned the next week on a hot day with a light rain falling, Fatnizar was sewing under the awning of her tent. We learned that she had previously worked as a seamstress from her home, creating custom clothing for special orders. When the earthquake took her dwelling it also closed her two-year old business.

The tent not only provided a more private and secure space for Fatnizar and her family but also the opportunity for her to get back to work.



FUNDRAISING CAMPAIGNS

We know that everyone likes to engage with ShelterBox in different ways, so we've developed a few campaigns that inspire people to get together and raise funds and awareness for ShelterBox.

We ask Ambassadors to participate in these campaigns to help us spread awareness and fundraise for ShelterBox Canada. These are easy and fun ways to engage your networks, we provide you all the tools you need, and you have the opportunity to put your own creative flare on your own event. Our campaigns include: Shine for ShelterBox, Global Gifts, and LuminAID Fundraising.



FUNDRAISING CAMPAIGNS

Global Gifts

ShelterBox Global Gifts are a great way to give alternative gifts to friend or family or to thank colleague, employees or valued customers. These symbolic gifts include a greeting card for the recipient so they know the aid item that was sponsored through the Global Gift.

As an Ambassador you can tell clubs, corporations, friends and family about Global Gifts as an alternative gift option, or replace some of your own gifts with Global Gifts!

All Global Gifts can be found on our website at www.shelterboxcanada.org/gifts



Shine for ShelterBox

Every fall communities all over the country get together to brighten lives by hosting a fundraising candlelit dinner for friends and family.

Shine for ShelterBox is a campaign that runs from November to February each year and is an easy way for volunteers to gather friends and family together to raise funds and awareness for ShelterBox Canada.

Hosting your own shine dinner can be as easy as taking something you usually do and adding a Shine for ShelterBox theme. For example, turn your board game night into a shine event or adding a Shine for ShelterBox theme to your Christmas party. It can be as simple as that.

We will provide you with all the tools you need including invitations, name cards, impact stories, and conversation cards. Information about shine can be found on our website at www.shelterboxcanada.org/shine





MAJOR DISASTERS

Sometimes a disaster will strike that results in a major humanitarian need and a media frenzy. At ShelterBox these are often the times when we see a spike in our donations.

While we know that last year 1 in 5 families around the world did not receive the emergency shelter that they needed, this isn't always known by the general public. When these major disasters happen the public, community groups and Rotary Clubs become very receptive to supporting our work because the need becomes much more apparent.

During these times we rely heavily on our Ambassadors support to raise awareness and funds following the disaster. Examples of things you can do as an Ambassador during a major disaster include setting up a booth in your local mall to fundraise, recruiting new Ambassadors, engaging your local media, and sharing our social media updates.

This is usually a good time to reach out to your community and arrange some awareness opportunities. When a major disasters occur you will be updated on a regular basis with current information and media releases from ShelterBox via email.

An important thing to remember when engaging with people in your community about ShelterBox is that we are need of donations all year round, not just in times of disaster.

ROTARY FUNDRAISING

From lining up speaking opportunities to seeking ShelterBox support at a District level, there are many different opportunities in your local Rotary District.

We have created many Rotary specific resources including, customizable solicitation letters, Rotary PowerPoint presentations, How-to guides for District support and a Youth Exchange challenge. All resources are located on the ShelterBox Ambassador Portal.

HERO PROGRAM

The ShelterBox Canada Hero program recognizes the ongoing dedication and support of clubs in Canada who give to ShelterBox Canada.

All donations made by the club itself, club members and fundraised through the club are included in the yearly total. There are three award levels:

Gold (\$6,000+ in one year)

Silver (\$3,600+ in one year)

Bronze (\$1,200+ in one year)

In appreciation, each ShelterBox Canada Hero will receive a Hero certificate at their District Conference, digital badge for their website and recognition on our website.

As an Ambassador we encourage you to let your local Rotary Club's know about the program and assist with the awards presentation at your District Conference.

NOTABLE ROTARY DATES

- The Rotary Fiscal year runs July 1st - June 30th
- **January:** International Assembly, District Governor planning in high gear
- **February - March:** Club President Elect Training Seminars (PETS)
- **April - June:** District Training Assembly's and Spring District Conferences
- **June:** International Rotary Convention
- **June - August -** Rotary Youth Leadership Awards (RYLA)
- **August-October:** Zone Institutes
- **September - November:** Fall District Conferences

- **September - June:** Great time to reach out to clubs and make presentations
- **During all major disasters:** Contact District and Club leadership to raise awareness and increase support



ShelterBox Canada is a registered charity independent of Rotary International and the Rotary Foundation.

MAKING A DONATION

There are many different ways for a supporter to make a donation to ShelterBox Canada. Please use the ShelterBox Donation form and Group Donation form when collecting donations to ensure that we don't miss any important information.

Online

Donations can be made from our secure online donation page at www.shelterboxcanda.org/donate. There is also an option to schedule recurring gifts weekly, monthly, quarterly or annually, enabling individuals to budget larger donations and contribute throughout the year.

Mail

Please send any cheques or money orders (we do not encourage sending cash), payable to ShelterBox Canada to the address below. If the cheque total includes smaller donations made by others please let us know using the group donation form. (For Example: If you collected cash at an event, you can deposit the cash and write us a cheque for the total you collected as long as you provide us with the needed information)

159 Jane Street, Office 2
Toronto, Ontario M6S 3Y8

Phone

Please call 647-352-1930 Monday through Friday between 9 a.m - 5 p.m. EST

Tax Receipts

Donations from within Canada are tax-deductible. Tax receipts are usually mailed within a week after the donation has been processed. If the donor included an email address they will receive their receipt within a few days. Any donation over \$20 will receive a valid tax receipt.

Managing donor's expectations

In the event of a disaster, ShelterBox aims to respond as fast as possible. This means it cannot wait for donations but has to draw immediately on existing resources. ShelterBox is constantly responding to disasters around the world, because of this we need to ensure we are prepared to respond ahead of time.

It is often that people hear about a disaster in the news and want their donation to go to that destination, but by then ShelterBox is often already there! Further, ShelterBox can be deployed to multiple disasters at any given time. **For this reason, ShelterBox is unable to accept location-specific donations.** It is important to make sure that donors understand this message.



RECRUITMENT: YOU + 2

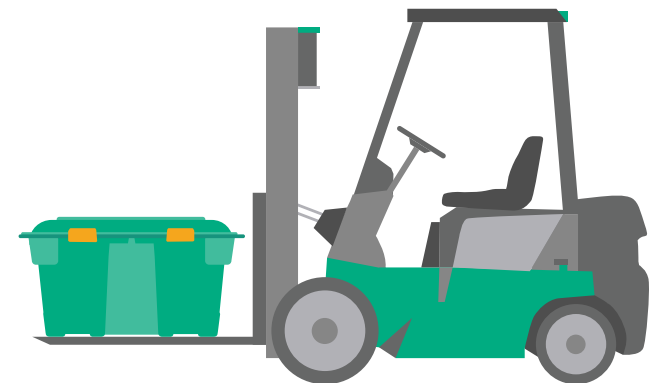
Our goal is to triple our ambassador team within the next three years, so that is YOU +2 – you and two more people who have the energy and enthusiasm to represent ShelterBox and drive our mission. Who do you know who should be part of our team?

How to Recruit More Ambassadors:

1. **Share your love of the organization.** Let friends, family and acquaintances know why you love ShelterBox and what attracted you to the organization – your passion and enthusiasm are contagious!
2. **Flattery will get you everywhere.** Share with your prospect what you see in them that is great and could really add to the team. For example, “you are a really engaging public speaker and are obviously passionate about helping others – those skills would really help us spread awareness and be able to help more families each year.”
3. **Invite potential Ambassadors to help you at an event.** One great way to learn about the Ambassador role is by seeing it in action. Invite a person interested in giving back to staff an event with you or watch you do a presentation.
4. **Make the ask.** The number one reason people say they don’t volunteer is because “no one asked.” Ask someone to join our team and help us deliver relief to families on their worst day ever.
5. **Follow up.** Once your new Ambassador has said “yes,” follow up with them and make sure they have the information and resources they need. We want our new Ambassadors to feel like they are part of a larger Ambassador community and not just out there on their own. You can help provide that sense of community through your outreach.
6. **Say thank you.** A simple thanks can mean a lot – thank you cards, phone calls, public acknowledgment or a shout out on Facebook can all make people feel appreciated.

A few other ideas:

1. **Change your approach.** At presentations, Rotary events and festivals, instead of just providing information, set a goal for yourself like, I want to leave today with two more volunteers. By actively looking for prospects, you can start to identify who is really interested in the organization, asking good questions, etc. Follow up by asking them to meet the following week and talk more about getting involved.
2. **Invite more people.** Organizations like Volunteer Match and Idealist.org allow you to put free postings for volunteers. Often, churches will allow you to place announcements in their bulletins or businesses can add to employee newsletters. Sample wording you can use is listed in the Appendix.





WHERE WE ARE GOING

Our vision: No family without shelter

Our mission is to be timely and effective in the delivery of emergency shelter aid in response to humanitarian crises around the world. While the nature of our operations is time critical, this should not be detrimental to achieving quality outcomes in improving household living conditions. We believe that the way in which we work with affected communities through consultation, participation, training, and communication, and following 'do no harm principles' is as important as the physical equipment we provide.

By realizing our short to medium term outcomes of increased physical protection, improved psychological well-being and organizational accountability, we intend that our interventions help build resilience and promote self-recovery. By meeting the shelter needs of families in the days, weeks and months following a disaster, keeping households together, reducing displacement, and providing the skills and knowledge to build adequate shelter, we anticipate that our actions will contribute to recovery at the household, community and national level.

Our Goal

Our main objective is to provide shelter to one million people per year by 2025. This means rapid growth. This is a simple decision given a changing world with more than 65 million people currently displaced by force and 20 million displaced by natural disasters. Forecasts show this will grow to close to 200 million by 2050.



WHERE WE ARE GOING: CONT'D

Desired Outcomes

At ShelterBox, every decision we make is based on effectively serving the people we help: on transforming lives and rebuilding hope. This informs our response planning and implementation as well as our monitoring, evaluation, and learning framework. Our focus on outcomes contributes to clarity, common understanding and effectiveness in our approach and strengthens our partnerships, organizational development and communication. It builds on our 17 years of experience of implementing shelter responses in a range of disaster and humanitarian contexts around the world.

We start with the beneficiary focused outcomes we need to achieve and build the strategy for each deployment from this. Our short to medium term outcomes for improving household living conditions are:

- Protection from the weather and environment.
- Increased personal safety and security of possessions.
- Increased protection from water and vector borne diseases.
- Reduced household displacement.
- Households and communities are intact.
- Knowledge and skills to utilize the provided materials.
- Reduced stress and anxiety.
- Improved privacy and retained dignity.

These are in-turn used to deliver a long term outcome of improved resilience and/or capacity for self-recovery for both households and communities. We will measure success based on outcomes rather than outputs and ensure that as we grow we deliver greater effectiveness in all aspects of timeliness, quality and cost of responses.

APPENDIX

1. Frequently Asked Questions
2. Volunteer Job Description
3. Volunteer Expectations
4. Policies and Procedures



FREQUENTLY ASKED QUESTIONS

Who is ShelterBox?

ShelterBox is a cutting-edge charity that hand-delivers emergency shelter for families devastated by natural disaster and conflict.

Our signature ShelterBoxes and ShelterKits contain the tools to transform lives and rebuild communities.

What aid does ShelterBox provide?

We provide aid that is tailored to meet the needs of a community after a specific disaster. The aid we supply comes in the form of ShelterBoxes and ShelterKits.

Our sturdy green ShelterBoxes contain family-sized tents specially designed to withstand the elements and provide people with temporary shelter until they are able to start the process of rebuilding a home.

Our ShelterKits contain all of the essential tools people need to start repairing and rebuilding homes straight away. Our kits and boxes also contain the items that help transform shelter into a home - like cooking sets, solar lights and activity sets for children.

We also provide extra aid items, such as SchoolBoxes that contain everything needed to get lessons up and running after a disaster, depending on the situation.

Who funds ShelterBox Canada?

ShelterBox is funded by public donations. We rely on your support to help us hasten the day where no family goes without shelter when disaster strikes.

Who supports ShelterBox Canada?

ShelterBox is supported by our global network of ShelterBox affiliates and a range of partners, including Rotary International.

How do you decide where to send aid?

When natural disasters and conflicts occur, our ShelterBox operations team make careful assessments to ensure that ShelterBox aid is right for the situation.

We will consider the type of disaster and the level of damage, as well as the needs of the community and their ability to recover, before selecting the right type of support. We are then able to quickly transport items from our positioned hubs around the world to exactly where it is needed.

How do you deliver aid?

We deliver aid to wherever it is needed, by any means possible. Our teams travel by foot, boat, helicopter or even tuk-tuk to get there. Whatever it takes.

How do you source your aid items?

Our items are specially sourced and designed to ensure that the families we support have exactly the aid they need. The aid is designed to withstand extreme conditions, from torrential rain to hurricane winds, and to last for a long time - until families are able to rebuild their homes. For this reason, we are unable to accept donations of items. Whenever possible we will also source building material from local countries where we are working.

FREQUENTLY ASKED QUESTIONS

Do you work with other aid organizations?

We often collaborate with other aid organizations, as well as with organizations within communities, to make sure that we are reaching all of the families in need of shelter. These collaborations happen at every stage and enables us to reach more families.

How quickly can you respond?

ShelterBox aims to get its boxes and a response team to the scene of a disaster – anywhere worldwide – within 24-36 hours of a major natural disaster.

The exact time will depend on the circumstances and we can only distribute aid within safe and achievable, operational parameters. Chronic disasters such as conflict or famine may have a slower response time as the crisis or disaster may evolve over a period before it reaches a stage when humanitarian intervention is required or possible.

Where need is less clear, we may send an assessment team in before any aid to see how much need there is and whether our equipment is suitable. On each occasion, we will take advice from relevant bodies.

What happens with the used ShelterBox aid?

ShelterBox aid is given as a gift from the donor to the recipient, it is theirs to keep. Many recipients find other uses for their aid when they are able to rebuild. An empty ShelterBox can be used for water storage or to keep their belongings dry. ShelterBoxes have even been used as a cradle or a mobile library. In some cases recipients use the tent and boxes to set up local businesses!

After some disasters, if the contents are still in good condition, the recipients pack them back into the boxes and store them for future use by the community.

Why is there no First Aid kit in the ShelterBox?

ShelterBox provides a shelter-based kit. There are other organizations that specialize in providing medical aid, so we leave medical support and provisions to them.

In addition, we cannot send perishable items and First Aid kits tend to include items that have an expiry date. We do however support medical needs in the immediate aftermath of a major disaster and often our tents will be used as temporary hospitals and recovery units when medical facilities have been destroyed.

Is it possible to purchase a ShelterBox, ShelterKit or ShelterBox Tent for personal use?

ShelterBox currently does not produce tents or other equipment for commercial sale. We only produce ShelterBoxes, ShelterKits and other aid items to be delivered as part of a deployment following a disaster or conflict.

Can donations be given for a specific location?

ShelterBox is unable to accept location-specific donations. The way we work means we have to be prepared for immediate response. Donations received before a disaster will often be those that are used to respond to it. Donations stimulated because of a disaster may be used to prepare for the next one.

SHELTERBOX AMBASSADOR ROLE DESCRIPTION

By joining our fantastic team of volunteers, you will be helping ordinary people thrown into extraordinary circumstances. Our volunteers are highly valued and all contribute in their own way helping build strong community links who raise our local profile and rally their communities. From organizing a booth at a local event to inspiring local businesses, schools and groups, there are lots of ways to get involved.

This is a fantastic opportunity to make a difference, have fun, and meet like-minded people who are all striving to help families rebuild their lives after a disaster.

What activities could I be involved in?

There's something for everyone to suit your availability and interests:

- Pro-actively building relationships with local organizations, community groups and schools, and encouraging them to support ShelterBox
- Bringing our work to life. We will provide you with our equipment (and training on how to use it!), so you can really show your community the difference our work makes
- Identifying and developing potential fundraising and promotional opportunities within your area
- Representing ShelterBox at local events
- Organizing and holding collections in your local area
- Supporting our fundraising campaign Shine for ShelterBox by hosting your own event or encouraging your local community to take part

What skills and abilities will I need to have?

We are looking for volunteers who are good communicators; enjoy being part of a team; are friendly and reliable; and above all have an enthusiasm for spreading the word and rallying support within their local community.

How much time should I offer?

As much or as little time as you can give with enthusiasm and willingness to get involved and become part of the team. Whether it's during the day, evening or at weekends, volunteers will often plan their activities around their other commitments. It's all about how much time you want to give. As a rough guide, we often find volunteers give 2-3 hours a week.

Where will I be based?

In and around your local area.

How will ShelterBox support me?

We will support you every step of the way and are always accessible by phone and email. We provide an initial onboarding, which includes information on ShelterBox and how you can serve, ongoing training, regular emails and webinars, and up to date deployment information.



VOLUNTEER EXPECTATIONS

- Identify key priority areas and specific audiences that may be open to hosting a ShelterBox presentation or appearances.
- Take the initiative to request and arrange events and speaking engagements for yourself accordingly.
- Represent ShelterBox Canada in an appropriate and informed manner with regards to speaking engagements, fundraising, events and other public appearances as well as display the ShelterBox, tent and other contents at club fundraisers and community events in your region.
- Personally follow-up and thank contacts after presentations and donations, notifying the National Office where there is a need for special recognition efforts.
- Keep up to date with the latest news and key information about the work of ShelterBox, including information found on the website, in training materials, at workshops and updates provided by National Office Staff.
- Build strong relationships with other Ambassadors in your area in order to coordinate activities, and partner on larger-scale events as appropriate.
- Act as a liaison between ShelterBox and local Rotary Clubs if you are a Rotarian.
- Engage the ShelterBox Canada staff if opportunities for partnerships with national corporations or media arise.
- Act as a point of contact for those interested in working to promote ShelterBox Canada.

SHELTERBOX CANADA BACKGROUND CHECK POLICY

Background Checks for Volunteers and Employees

ShelterBox Canada believes in selecting outstanding volunteers and hiring qualified individuals to fill positions contributing to the overall strategic success of the organization. Criminal background checks serve as an important part of the selection process at ShelterBox Canada and are therefore mandatory. The information checked is a means of protecting the people, property, reputation and information of the organization.

Who Must Participate

- It is mandatory for all volunteer representative applications to submit a police reference check
- Candidates for employment must submit a police reference check once a conditional offer of employment has been extended
- It is mandatory for existing volunteer representatives and employees to submit a police reference check to the ShelterBox Canada Office by September 30, 2015
- If a volunteer or staff member has a police reference check that they received for another purpose, this can be submitted as long as the check was done between July 1st 2014-July 1st 2015

Background Check Process

- ShelterBox Canada will provide employees and volunteers with information on where they can obtain their police reference check
- ShelterBox Canada will provide volunteers with a letter stating that you are a volunteer with ShelterBox Canada and require a background check
- Volunteers and employees are responsible for going to their local police/RCMP office to obtain the check, and for mailing the original copy to the ShelterBox Canada Office
- Depending on where the volunteer/ employee is located, police reference checks range from free to \$40 (most are around \$25). Volunteers and employees can submit a reimbursement form for the cost of the background check, however, ShelterBox Canada requests that volunteers/employees make a donation for the same amount which will be tax receipted (\$20 or more).
- Background checks must be updated every five years and all forms and documents will be stored on record through Volunteer Database "Better Impact"
- Twice a year ShelterBox Canada Staff will review our volunteer records and in the unlikely event that someone does not have a valid background check they will be required to apply for one within 30 days of receiving written notice
- Those volunteers who have background checks that are expiring will be given 12 months' notice and will be required to apply for a new one in this time

Treatment of Findings

- ShelterBox Canada has zero tolerance for crimes against children and sex, drug, financial and felony crimes or other types and levels of crimes inconsistent with the standards of the organization
- ShelterBox Canada staff respects individual's rights to privacy and will not discuss findings with anyone beyond the point necessary to determine status or related action. The board of directors will be consulted where necessary.
- If a volunteer or employee has questions or concerns about their police reference check, they should contact Stephanie Christensen, Operations Manager at the National Office

SHELTERBOX CANADA VOLUNTEER CODE OF CONDUCT

Purpose of Volunteer Policies

The policies are written to provide overall guidance and direction to staff and volunteers engaged in volunteer involvement and management efforts. These policies do not constitute, either implicitly or explicitly, a binding contractual or personnel agreement. ShelterBox Canada reserves the exclusive right to change any of these policies at any time and to expect adherence to the changed policy upon notification. Changes to or exceptions from these policies may only be granted by the Fundraising Officer, and must be obtained in advance and in writing. Areas not specifically covered by these policies shall be determined by the Fundraising Officer. All volunteer policies are in line with the Canadian Code for Volunteer Involvement outlined by Volunteer Canada.

Service at the Discretion of the Organization

ShelterBox Canada accepts the service of all volunteers with the understanding that such service is at the sole discretion of ShelterBox Canada. Volunteers agree that ShelterBox Canada can at any time, for whatever reason, decide to terminate the volunteer's relationship with the organization.

The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with ShelterBox Canada. Notice of such a decision should be communicated to the Fundraising Officer.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves staff, volunteer, client, or other personal information or involves overall organization business. Failure to maintain confidentiality may result in termination of the volunteer's relationship with the organization or other corrective action.

Background Checks

Criminal background checks serve as an important part of the selection process at ShelterBox Canada and are therefore mandatory. The information checked is a means of protecting the people, property, reputation and information of the organization. It is the policy of ShelterBox Canada that a mandatory criminal background check be completed before becoming a volunteer.

Inappropriate Communications

If at any point you receive any email that you feel is inappropriate, for any reason and you believe you have received it in conjunction with your involvement with ShelterBox Canada, please forward the email and other details about the communication to the Fundraising Officer. Likewise, it is expected that the volunteer does not send personal data of other volunteers outside of the organization.

Security of Personal Information Online

The safety of our volunteers is important to us. To that end, a volunteer may request that ShelterBox Canada not release a volunteer's phone number, age or other personal information to anyone outside of our organization or to other volunteers at any time. We list cities, phone numbers and email addresses, on our password protected Ambassador Portal. An individual may request to have their information removed from the Ambassador portal at any time.

SHELTERBOX CANADA VOLUNTEER CODE OF CONDUCT: CONT'D

Ending Your Volunteer Role

You can cease volunteering with ShelterBox Canada at any time. You may stay subscribed to the general newsletter lists as long as you wish, regardless of your volunteering status with ShelterBox Canada. Unsubscribing to any Ambassador correspondence from ShelterBox Canada, however, means you are no longer volunteering with our organization. If you wish to end your volunteer role with ShelterBox Canada please send us an email to let us know that you will no longer be volunteering with us and why.

Dismissal of a Volunteer

Volunteers who do not adhere to the rules and procedures of ShelterBox Canada or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with organization staff. Possible grounds for dismissal may include, but are not limited to, the following: gross misconduct or insubordination, theft of property or misuse of organization materials, abuse or mistreatment of clients, staff or other volunteers, failure to abide by organization policies and procedures, and failure to satisfactorily perform assigned duties.



ShelterBox
Disaster relief

