



Newcomer Services Society

Handbook

2021

CONTENTS

Vision, Mission and Values	2
Corporate Şemamız	3
Departmental Committee:	4
Authority Scheme - Our and our sub-departments Department of	6
Basic Roller ourInstitute and Positions	7
Instution our officers - Duties and Responsibilities	8
Department Manager:	9
Supervisors (Department Managers):	10
Coordinators (Sub-Department Managers):	11
Members:	13
Volunteers:	14
Information and Service	15
FORMS:	15
Information	16
Service	17
Service - Activity 1 (in the establishment process)	18
Service - Activity 2 (in the establishment process)	19
Services - Activity 3 - COURSES (in formation)	20 Locations for
Services, Events and Courses	21
CONTACT	22

Our Vision, Mission and Values

Our Vision: We are part of Canada to make Canada a more inclusive place where everyone feels like they belong.

Our Mission: CentreCanada provides guidance and services to all communities to enable every newcomer to be a part of Canada and enrich its diversity.

Our Values:

RESPECT,
INCLUSION,
INTEGRITY,
DIVERSITY,
EQUALITY,
DEVELOPMENT

Organizational Chart

Advisory Board: This board, which supports the board of directors with recommendations, is made up of volunteers who are not officially affiliated with our organization. This board will meet at regular intervals to review the work of the Board of Directors and provide advisory support for the plans to be made.

Board of Directors: This board, which is structured according to Canadian laws, consists of committees. This board, whose members of the board of directors are elected at regular intervals, is responsible for the plans regarding the general operation of our institution. Board members are the legal custodians of the institution. More details can be learned by accessing our relevant document about the functioning and rules of the Board.

Structure of the Board of Directors:

- President
 - Vice Chairman
 - Human Resources Committee (Recruitment)
 - Accounting and Finance Committee (Treasurer)
 - Press and Public Relations Committee
 - Audit and Quality Management Committee
 - Departments Committee
- Secretary of the Board of Directors

Departments Committee:

In this meeting group, all CentreCanada activities and events under the direction of the Departments Director services will be carried out. This committee, which will meet on a weekly basis, is also responsible for planning the daily functioning of our institution.

Structure of the Departments Committee:

(Our Departments)

- Documentation Assistance Department
- Food and Clothing Department
- Healthcare Assistance Department
- Accommodation Assistance Department
- Employment Assistance Department
- Education Support Department
- Integration and Dialogue Department
- Special Care Assistance Department

There are responsables for each department who are called **supervisors**. These supervisors will manage their subordinate departments with the help of coordinators. They will report to the Departments manager on a weekly basis.

Documentation Assistance Department:

(Sub-Departments)

- Applications
- Aid and Support
- City Cards
- Telephone and Internet
- Banking
- Driving License
- Insurance
- Interpreting Service
- Translating Service
- Form Filling Service

There are responsible for each sub-department who are called **coordinators**. These coordinators will manage their sub-departments with the help of members and volunteers. They will report to their department's supervisor on a weekly basis.

Our Organizational Chart - Our Departments and Sub-departments

- **Documentation Assistance Department**
 - Applications
 - Grants and Supports
 - City Cards
 - Telephone and Internet
 - Banking
 - Driver's License
 - Insurance
 - **Interpreting Service**
 - **Written Translation Service**
 - **Form Filling Service**
- **Food and Clothing Department**
 - Special Food
 - Food Shopping
 - Clothing Shopping
 - Online Shopping
 - Food Banks for the Needy
 - **Donation Bank Service**
 - **Transportation Service**
 - **Laundry Service**
 - **Health Care Department**
 - Medical Institutions
 - Family Doctors and Clinics
 - Dentists
 - **Appointment Service**
 - **First Aid Training Service**
- **Housing Aid Department**
 - Temporary Resettlement
 - Housing Rental
 - Housing Purchase
 - Student Accommodation
 - **Guest House Service**
 - **Reception Service**
- **Employment Assistance Department**
 - Employment Offices
 - Credential Assessment
 - Diplomas and Certificates
 - Business start-up assistance
 - **Job Applications Support Service**
 - **Career Planning Service**
- **Educational Assistance Department**
 - Schools and Courses for Children
 - Schools and Courses for Adults
 - Extracurricular activities for children
 - Community Library
 - **Children's and Adult's Courses**
 - **Child Care Services**
 - **Language Teaching Courses Service**
- **Community Library Service**
- **Dialogue and Integration Department of**
 - Life in Canada
 - Cultural and Artistic Activities
 - Sports activities
 - Interests
 - **Seminars, workshops Service**
 - **Celebration Service**
 - **Parties, Exhibitions Service**
 - **Concerts & Events Service**
 - **Magazine Publishing Service**
 - **Sporting Events Organization Service**
- **Special Assistance Department**
 - Federal support
 - Local opportunities
 - **Special meetings Service**
 - **Special Transportation Service**
 - **Medical Supply Support Service**

Key Roles and Positions in CentreCanada

A - Members:

Board Members

Supervisors

Coordinators

Members

B - Volunteers:

Advisory Board Members

Volunteers

C - Public - New Newcomers:

People - Newcomers

Officers in Our Institution - Duties and Responsibilities

Members of the Board of Directors: New members are recommended by the human resources committee of the board of directors and new members start their duties with the decision of the board and again with the decision of the board. is terminated. Their term of office is 3 years. Officially, they are primarily responsible for the functioning of the institution.

Duties and Responsibilities:

- Knowing the official documents of the institution (bylaws, procedures...) and their responsibilities,
- Being an active part of the teamwork required by management.
- Being in good communication with our community, our managers, members, volunteers and other CentreCanada related people, (with all parties)
- To prioritize transparency in its relations with the Company,
- To attend the (monthly) meetings of the Board of Directors regularly,
- To sign the Board meeting minutes and fulfill their requirements,
- To take an active role in a board committee,
- To represent CentreCanada officially in the public,
- To contribute CentreCanada's plan and budget,
- To contribute to the CentreCanada's work as much as possible.
- Actively participate and support CentreCanada.

Departments' Manager:

Responsible for departments' management and the services of the institution in general. It provides the relationship between the board of directors and departments. He is a member of the board of directors.

Duties and Responsibilities:

- Manages the supervisors,
- Organizes weekly department managers' meetings, and attends monthly board meetings.
- Manages the web page information flow with the help of supervisors.
- Appoints the relevant supervisor to the relevant department.
- Keeps web page information up to date with the help of supervisors.
- All CentreCanada services are managed by supervisors.
- Manages activities together with supervisors.
- Makes the calendar and budget of services and events.

Supervisors (Department Managers):

They are recommended by the department manager, appointed or dismissed by the department meeting. They are responsible for services and information updates in their departments. They are responsible for coordinators, members and volunteers in their departments.

Duties and Responsibilities:

- Attends departmental managers meetings on a weekly basis.
- Meets weekly with coordinators (service and regular), members and volunteers.
- Responsible for the daily operation of the department.
- Is responsible for the updates in the topic of the department in the blog on the website.
- Responsible for the services under the department.
- Follows the updates on the subject of the department through the relevant coordinator.
- Follows the department's services with the relevant service coordinator.
- Responsible for organizing and reporting the activities under the department.
- Monitors the volunteer service status of all coordinators, members and volunteers in the department.
- Prepares the plan and budget of its own department annually and presents it at the departments meeting.

Coordinators (Sub-Department Managers):

Recommended by the department manager or supervisors, appointed or dismissed by the department meeting. There are two different types of coordinators; Regular Coordinators and Service Coordinators. Both coordinators are responsible for members and volunteers in their departments.

Duties and Responsibilities of Coordinators:

- Attends the meeting of their departments on a weekly basis.
- They keep track of the contact details and volunteer hours of members and volunteers in their sub-department.
- With the help of Members and Volunteers, they make informed updates of the relevant sub-department in the blog on the website.
- They approve or reject comments that come to their specific title on the blog.
- They evaluate the incoming activity requests related to their own sub-departments, and bring them to the department meeting for approval.
- They are responsible for organizing and reporting the events regarding the approval of the events.
- When the events are rejected, they inform the relevant people about the request.
- They are constantly collaborating with members and volunteers.
- They control and report the volunteer working hours of the members and volunteers.

Duties and Responsibilities of Service Coordinators:

- Attends the meeting of their departments on a weekly basis.
- They keep track of the contact details and volunteer hours of members and volunteers in their sub-department.
- With the help of Members and Volunteers, they meet the service requests from the service request form.

- They evaluate the incoming activity requests related to their sub-departments and bring them to the department meeting for approval.
- They are responsible for organizing and reporting the events regarding the approval of the events.
- When the events are rejected, they inform the relevant people about the request.
- They are constantly collaborating with members and volunteers.
- They transfer the plan and budget related to the services to the department head.
- They control and report the volunteer working hours of the members and volunteers.

Members:

Members (supporters) are people who support CentreCanada with both volunteer hours and voluntary financial support. Among these members, the management team and the voting members are formed (the board of directors). Each member fills in the 'membership application form' and applies for membership. Members whose applications are evaluated by the relevant department and sub-department are accepted to membership. Membership is renewed every year. The departments decide on the termination of membership in accordance with the membership rules. They can take advantage of the membership card benefits.

Duties and Responsibilities:

- During the membership application, they report their annual volunteer hours and financial aid commitments.
- They attend the department meeting on a weekly basis.
- They assist the coordinators in organized events and services.
- They carry a member card and benefit from its advantages.
- They take an active part in events and services.
- They are responsible for renewing their membership annually.

Volunteers:

Anyone wishing to volunteer at CentreCanada can volunteer by completing the volunteer application form. Individuals aged 13-18 who want to volunteer can also become young volunteers by filling out the volunteer application forms with their parents.

Duties and Responsibilities:

- They assist coordinators and members in organized events and services.
- Volunteers aged 13-18 can also apply as young volunteers. (if the applicant's mother or father gives permission.)
- They take an active role in events and services.
- Unless they have their own demands or the relevant department decides otherwise, their volunteering continues.

Information and Service

CentreCanada is built on two main missions. To provide reliable and up-to-date information and services that newcomers need.

Information

via Blog

Main Topics

Sub-Topics

Comments

Services

Services Listed

Newly requested services

Courses

FORMS:

FORM 1 - Volunteering Application Form

FORM 2 - Membership Application Form

FORM 3 - Service and Event Request Form

FORM 4 - Event Arrangement Request Form

Information

'I want to receive information.'

(Everyone)

BLOG

READING subject headings, subheadings and reviews.

'I want to give information.'

(Everyone)

BLOG

WRITE a comment.

(Comments are published after the approval of the **coordinators**. Coordinators update the texts.)

Service

'I want to receive a service.'

(Everyone)

WEBSITE FORMS

(FORM 3 - Service and Event Request Form)

What kind of service or event is requested on which subject?

'I want to serve.'

(COORDINATORS - VOLUNTEERS - MEMBERS - SUPERVISORS)

WEBSITE FORMS

(FORM 1 - Volunteer Application Form)

(FORM 2 - Membership Application Form)

To provide service in a suitable position according to the incoming service request.

Coordinators are responsible for completing the service. Members and volunteers assist in providing the service. They report to the after-service supervisors.

Service - Activity 1 (in foundation process)

'I want an event (course) to be organized.'

(Everyone)

WEBSITE FORMS

(FORM 3 - Service and Event Request Form)

What kind of service or event is requested?

'Meeting the event demand'

(COORDINATORS - VOLUNTEERS - MEMBERS - SUPERVISORS)

They organize the event with the help of members and volunteers in a suitable environment according to the incoming event demand.

The coordinators are responsible for the completion of the event. Members and volunteers assist in organizing the event. After the event is completed (in November every year if it is a recurring event), they submit an event report to the supervisors.

Service - Event 2 (in foundation process)

'I want to organize an event.'

(Volunteers, members, coordinators or supervisors)

WEBSITE FORMS

(FORM 4 - Event Organization Request Form)

What kind of event is going to be organized?

'Meeting the event demand'

(COORDINATORS - VOLUNTEERS - MEMBERS - SUPERVISORS)

They organize the event with the help of members and volunteers in a suitable environment according to the incoming event demand.

The coordinators are responsible for the completion of the event. Members and volunteers assist in organizing the event. After the event is completed (in November every year if it is a recurring event), they submit an event report to the supervisors.

Service - Activity 3 - COURSES (in establishment process)

'I want to organize a course.'

(Volunteers, members, coordinators or supervisors)

WEBSITE FORMS

(FORM 4 - Event Organization Request Form)

What kind of course is going to be organized?

'Meeting the course demand'

(COORDINATORS - SUPERVISORS)

They organize the course with the help of members and volunteers in a suitable environment according to the incoming activity demand.

Before the course starts, the course plan and the curriculum vitae of the teacher who will give the course are filed. Coordinators are responsible for course completion. Members and volunteers assist in organizing the course. After the course is completed, the course teacher presents the activity report to the relevant coordinator.

Locations for Services, Events, and Courses

- CENTRECANADA SERVICE BUILDING
7893 Edmonds St #202, Burnaby, BC V3N 1B9
Rooms 201,202,203,204.
- PUBLIC LIBRARIES
- OTHER LOCATIONS
(As approved by coordinators and supervisors.)

CONTACT

Web: www.centrecanada.org

Email: hello@centrecanada.org

Address: 7893 Edmonds St #202, Burnaby, BC V3N 1B9

Telephone: 604 6522663