



I want to change the world and think collaborating with others to build capacity across borders is the best way to do that.



WWW.CITI.ORG

VOLUNTEER HANDBOOK

2013

Hello!

Dear You,

Welcome to Citii, the Citizens' Institute!

Thank you for lending your time and skills to the continuing challenge of bettering our planet and ensuring all souls reach their full potential. This is no easy task, but together, there's nothing we can't do. On behalf of the Board of Directors, our regional chapters, and all the staff, volunteers, and organizations you'll soon be collaborating with, we welcome you to Citii and the passionate struggle of world changing.

The purpose of this manual is to provide volunteers with information regarding the organization, and to offer guidance in volunteer involvement and volunteer management.

This is not a binding contractual or personnel agreement. Citii, the Citizens' Institute, and our various chapters reserve the right to alter any part of this document at any time and will expect volunteers to adhere to any adjusted policy. Citii global and regional management will make every effort to ensure changes are communicated and discussed well ahead of implementation.

If you have any further questions, at any time, please feel free to contact your team lead, any Citii staff member, or email concerns@citii.org.

For your convenience, this manual is also available on the Citii website @ www.citii.org/hb.pdf.

Again, welcome! We're honored to have you!



About Us

Citii, the citizens' institute, is a public think tank launched in 2013 with a dedication to world changing through community building. We consult with world leaders, run workshops for citizens, and research, review, and publish the world's best practices to ensure all mankind benefits from the enlightenment our digital age provides. Our mission is to empower citizens to take control of their lives, community, and society. We aspire to do this through three core goals:

1) SUPPORTING AND PROMOTING YOU AS AN INDIVIDUAL

No social movement can succeed without offering an engaging and dynamic atmosphere and so we aim to deliver the strongest support system possible. This may take the form of coaching, mentoring, providing networking opportunities, and volunteer positions related to your aspirations and interests. Our primary aim is to ensure you thrive so the whole Citii family is in optimal position to improve the planet.

2) SUPPORTING AND PROMOTING OUR COMMUNITY

We contribute to a vibrant community through organizing local surveys, workshops, trade fairs, festivals, and volunteer programs. We consult with local organizations and help investigate and institute the world's best practices to ensure all citizens are supported with the latest research and developments. Regional chapters ensure we're connected to the communities we serve and help set the tone and tempo of our global directives.

3) SUPPORTING AND PROMOTING OUR GLOBAL SOCIETY

This is our end goal and guiding light. With Citii chapters planned to launch around the world, we measure and document our achievements so that we may better contribute to the success of other individuals, communities, organizations, and nations. This may take the form of consulting with national and international organizations, maintaining an online data base of best practices, and networking communities across regional and national barriers.

We aim to more quickly advance the enlightenment of humanity and need a voice from every belief, ideology, and political background to do so. From great diversity comes great balance and we are in need of your voice and vision to ensure we bring the very best from all worlds and walks of life to create the greatest possible future. Technology compounds your potential with every passing second.

Citii membership is free and we embrace participation in Citii through a volunteer model.

Apply with your resume to apply@citii.org



CITII Volunteer Guidelines

DEFINITION OF VOLUNTEER

A volunteer is a person who performs a task without compensation or expectation of compensation through the direction of Citii or on its behalf. A volunteer requires official acceptance and enrollment by Citii before being assigned or involved in a project.

RIGHTS

- To be heard
- To be recognized
 - To receive training for your job
 - To be given a suitable assignment
- To know as much about the organization as possible
- To have regular evaluations of your volunteer performance
- To be treated as a co-worker and peer, by all staff, across projects
 - To be given sound guidance and direction

RESPONSIBILITIES

- To carry out duties promptly and reliably
- To ask questions if you are unsure of anything
- To be willing to learn and participate in an in-depth orientation
- To achieve assigned deadlines and communicate progress in a timely fashion.
- To give as much notice as possible if you cannot make your volunteer commitment
- To be sincere in your offer of service and believe in the value of the job to be done
 - To maintain the organizations' dignity and integrity with the public
 - To accept the guidance and decisions of the Director
 - To follow the established Citii work process
 - To continue to learn on the job
 - To respect confidentiality



CITII VOLUNTEER GUIDELINES

RECRUITMENT

Volunteers must agree they will abide by the principles and policies of the Citizens' Institute before they can be officially accepted.

INTERVIEWING

You will be received into the organization through a personal meeting with a chapter Director to ensure your role is tailored to meet your personal and professional goals.

ORIENTATION

All volunteers will take part in a general orientation covering the mission and structure of Citii, and the project to which the volunteer will be assigned. Once assigned his/her role and project, a training session will be provided before the volunteer begins actively participating. Experienced volunteers will be included in orchestrating training procedures and sessions.

TRAINING

Training will consist of an individual orientation, and/or a group training session. It is necessary for volunteers to learn the protocols and procedures associated with their role in order to advance into roles of increased responsibility and leadership.

LENGTH OF SERVICE

To ensure adequate training and familiarity with policies and procedures, **Citii expects that volunteers commit to a minimum of two hours per week for a six-week project.**

There will be times when a volunteer will be unable to commit to a six-week project, in such cases the Director may look into making special arrangements.

PERFORMANCE REVIEWS

At regular intervals, your supervisor or Director will meet with you to discuss your progress and satisfaction. This is also an opportunity for you to provide an evaluation of the project, leadership, and Citii itself - should you be so inclined.

A regular performance review ensures:

1. We're aware of your personal satisfaction, or lack thereof, in your current role and project and will work with you to further improve, or correct the situation.
2. Feedback is gathered to improve the current project.
3. Assistance and recommendations can be provided for improved performance, on our part as well as yours.



CITII VOLUNTEER GUIDELINES

BENEFITS

We will support you throughout and after your term with us.

We offer:

1. Training and ongoing access to support
2. Rewards and celebration upon project completion
3. A letter of reference upon request
4. Opportunities to connect with others who share your interests
5. An environment of personal and interpersonal development where your skills, network, references, and resume will be bolstered
6. The opportunity to be challenged in a meaningful and interesting way
7. The possibility of a leadership position for those displaying Citi's core values on a personal level



ROLES AND RESPONSIBILITIES

BOARD MEMBER (GLOBAL, REGIONAL DIRECTOR)

At a regional (chapter) level, board members liaise with their local network to create the team, vision, strategy, and objectives for the coming year. Global directors collaborate to share best practices across chapters and create task forces for specialized roles.

EDITOR

Compile research and work with directors to set priorities for areas of study. Plan, implement, and administrate research and IT projects.

*Serves as a supervisor for researchers and designers.

STRATEGIST

Set priorities for teams of consultants and work with directors to establish a strong action network. Plan and oversee the development of new partnerships.

*Serves as a supervisor for consultants and designers.

RESEARCHER

Collaborate internationally as you study and provide data which will govern the actions and policy of Citii and the organizations with which we partner.

CONSULTANT

Liaise with local organizations to investigate best practices and share across all channels. Represent the Citii brand at a personal level as you develop key contacts across industries.

DESIGNER

Create web and print media to support the communications aspect of Citii projects. From documentary editing to identity design for partners, aesthetic integrity is essential to Citii.

Do you see room for improvement? Please contact us if there's a role better tailored to your expertise or the task at hand.

We're always evolving and expect that no two roles will be the same.

RESIGNATION

We understand there will be times in which volunteers are unable to meet their commitments. In such circumstances please notify your supervisor or director as soon as you're aware of any change which will affect your commitment so that we can adjust accordingly. In some cases, the director will request an exit interview.



CITII POLICIES

USE OF ORGANIZATIONAL AFFILIATION

In issues regarding partisan politics, religious matters, or other matters of personal opinion, volunteers may not use their organizational affiliation to publicly support argument or ideology.

SEXUAL HARASSMENT

Sexual harassment means unwanted sexual solicitation or advances or other verbal or physical conduct of a sexual nature made by a person who knows or ought to know that it is coercive or unwelcome.

All members of the Citii community share responsibility for bringing about and maintaining an environment free of sexual harassment, but a particular burden is placed on those in positions of administrative authority to make sure that allegations of sexual harassment which are brought to their attention are dealt with in an immediate and appropriate fashion.

As complaints of sexual harassment will be aggressively addressed, any filing of frivolous or vexatious complaints could result in disciplinary action.

Citii is committed to providing a work environment that is both safe and supportive of the dignity and self-esteem of all staff and volunteers. It is essential to secure the mutual respect, cooperation and understanding of all employees and volunteers. It is incumbent upon Citii and all of its members not to condone or tolerate behavior that constitutes harassment in the work place. Please report any case to your supervisor, director, or to concerns@citii.org.

WHISTLE BLOWING

If at any time a Citii member becomes aware of a case or cases of malpractice, illegal acts, or omissions, which adversely affects Citii's provision of transparent, high quality service and care, he/she is encouraged to immediately report this information to his/her supervisor, director or to concerns@citii.org. No one who raises concerns responsibly shall be discriminated against, disciplined, or reprimanded for reporting their concerns or requesting guidance concerning questionable practices.

RAISING AN ISSUE

Any concerns about an interpretation, application or suspected violation of principles that members are not comfortable raising directly with the person(s) concerned should be brought to the attention of his/her supervisor, director, or to concerns@citii.org.



CITII POLICIES

TERMINATION PROCEDURES

If, at any time, a volunteer violates Citii policies or is deemed unfit for volunteering for any reason, the organization reserves the right to terminate his or her association with the organization in accordance with the Disciplinary Procedure provided for in this policy.

Every effort will be made to:

1. Provide clear warning and notice to volunteers
2. Conduct an investigation before terminating a volunteer
3. Apply the termination ruling fairly and equally
4. Find alternatives to termination whenever possible

DISCIPLINARY PROCEDURE

Volunteers report directly to their supervisor and must take their direction from him/her.

The following disciplinary procedure will be followed when, in the opinion of the supervisor or a director, the conduct of a volunteer is inappropriate:

First Occurrence: Verbal warning

Second Occurrence: Written warning

Third Occurrence: Suspension or Dismissal

Note: (1) If in the opinion of the supervisor or director, the actions of a volunteer warrant it, they may proceed directly to a written warning.

Note: (2) In certain circumstances the actions of a volunteer may warrant proceeding directly to a suspension and in such instances a written reason for the suspension will be provided to the volunteer.

Note: (3) Suspension may lead to dismissal upon review by the director.



CITII PRINCIPLES

As a volunteer-based organization we are guided by the following principles:

TRANSPARENCY

We are open, honest, and transparent in our relationships with staff, volunteers, and the public.

RESPECT

With a high degree of professionalism we will maintain a friendly and open decorum in which all members feel free to communicate and consult with each other in a manner that is mutually beneficial. The many volunteer and staff roles of Citii play equal and complementary parts in implementing our research and goals successfully, therefore we will treat each other with respect and consideration as we work together for a better future. We will seek the input and opinions of others before making decisions which will impact them.

FAIR AND EQUAL TREATMENT FOR ALL

We strive to treat each other and all on this earth, with fairness, respect, and compassion.

ENCOURAGING COLLABORATION

Effective collaboration is an absolute necessity for success in establishing a realistic understanding of any of the issues we research and act on. Through partnerships and strategic alliances with other organizations, we can accomplish more than any lone unit.

COMMITMENT TO LEARNING

There has never been a greater need for continual education as there is in the 21st century. Using the best possible evidence to guide improvements and constantly evaluate the impact of our work, we will remain committed to improving our organizational and individual efforts to make ourselves more aware and able to take the actions most needed for the success of our projects.

INTEGRITY OF SERVICE

We honor our commitments and agreements through the guarantee of optimal service. Whether information or people based, our end results must be of impeccable quality.

RESPONSIBILITY

As a public think tank we will be providing information, services, and suggestions to community and business partners. In all of our actions we are responsible to ensure the projects we implement and interactions we take part in are based on the best possible information. We are responsible for thoroughly vetting our sources and procedurally implementing the best practices across all projects and partnerships in which we are involved.



CITII PRINCIPLES

ACCOUNTABILITY

In striving to be trusted by the community we serve, we will maintain a high degree of accountability through regular measurement and quantification of our successes and failures. We will maintain an open and transparent policy of the decision making process, while respecting necessarily confidential information on behalf of clients, staff, and volunteers. We will maintain the highest degree of responsibility in directing the finances of the institute while providing fiscal transparency in an ever present understanding of our accountability to our donors.

PREVENTING CONFLICTS OF INTEREST

We will avoid creating or becoming involved in situations which give rise to a conflict of interest or which may be reasonably perceived as a conflict of interest. We will disclose any conflict between our personal interests and the interests of Citii and resolve such conflicts in a transparent manner. We will not engage in any activity or transaction, hold any position or perform any function, whether paid or unpaid, that is incompatible with or detracts from the proper performance of our duties, and that may bring Citii, the Citizens' Institute, into disrepute.

ADHERING TO BEST PRACTICES

As promoting best practices is a key aspect of our mandate, we will strive to attain the most current knowledge on best practices and apply this information to all policies, directives, and literature of Citii.

RESPECTING CONFIDENTIALITY

We will strive to be effective representatives of Citii and ensure that the institute enjoys a healthy public image. We will speak on behalf of Citii only if we have the express authority to do so. We will treat information obtained through the institute with confidentiality when its nature calls for it or when is explicitly requested.



STARTING OUT

We value a vibrant atmosphere of motivated individuals engaged collaboratively through open and clear communication. We support this through:

- 1. Conducting an interview to ensure your role is tailored to meet your personal and professional goals.**
- 2. Providing training, toolkits, templates, a clear list of responsibilities, and supporting parties to every Citii member upon acceptance of a role.**
- 3. Encouraging regular, one on one discussions between you and your supervisor to ensure your personal and professional development is supported.**
- 4. Providing an organizational chart to encourage awareness and collaboration across borders for all Citii members.**
- 5. Maintaining an open door policy so you can confidentially discuss any issues or concerns. If you're uncomfortable talking to your director please feel free to contact any board member. Anomymous concerns can be addressed to concerns@citii.org.**
- 6. Hosting monthly function meetings to share feedback and best practices with your peers.**

One of the essential rights of a volunteer is to receive clear instruction and training. Go easy on yourself and every question which may arise as it will take time to develop a satisfying understanding and comfort level with your role. We are here to help each other, please ask for assistance or clarification at any time, for anything that concerns you - no matter how small or trivial it may seem. We're more than happy to assist you in any way that we can.

Open communication is an essential component of Citii. If you have any suggestions, concerns, or comments of any kind, we're always listening with full attention.

REMEMBER: HAVE FUN!



WELCOME TO 2013

We thank you for your interest in Citii, and look forward to working with you as we begin our first year of operation. This is an exciting time. Despite the frustrations and setbacks beamed into our living rooms from all corners of the planet, great opportunity lies at the doorstep of every soul and city on Earth.

We're confident that with your help we can begin a new chapter of history, a chapter in which every citizen recognizes his or her power and responsibility, and siezes it to shape the world for the good of all. This is our beginning - and we have much to learn - but with the passion and ambition of you and our partner organizations, we can and will change world.

We begin in Vancouver, a city often thought of as one with two faces, one of high status and success, the other cold and disconnected. Social isolation is a rampaging virus in our era, attacking individual physical and mental health while slithering further and further into the community, your community, our community.

Let's fix this.

With Warm Regards,

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