

When Volunteers Make the Difference

Marijke Geurts
Ron Lavoie

Sophie Bonny
Matthias Sturm



Land Acknowledgement

New Language Solutions is based in Ottawa, Ontario. We acknowledge that our head office is on the traditional, unceded territory of the Algonquin Anishnaabeg People. Beyond Ottawa, we have staff working in locations across Canada. New Language Solutions is grateful to have the opportunity to work as a guest in communities and territories across the country, and we honour the stewardship of the many Indigenous peoples who have resided on these lands since time immemorial.

We make our acknowledgement as a sign of respect for all Indigenous Peoples of Turtle Island, past and present. We accept the true impact of the past and the pain suffered by generations of Indigenous Peoples. As an agency that works to support the integration of newcomers into Canadian society and cultures, we resolve to support activities that are inclusive of Indigenous Peoples. We will make our best efforts to address a history of injustice to First Nations, Metis and Inuit peoples.

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Agenda

- Volunteer training on Avenue
- Volunteer training
 - Why
 - How
- Barriers to have a volunteer
- Topics to delegate
- How a volunteer can support
- Advantages of volunteering



Poll (1)

In what context do volunteers mostly work in your organization?

- Classroom assistant
- Conversation circle
- One on one tutoring
- First friend
- Community guide
- None, we don't have volunteers
- Other (type in the chat)



Volunteer Training on Avenue



TESL Basics for Language Volunteers



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Formation des instructeurs bénévoles





Further Volunteer Training



TESL Basics for Language Volunteers Works



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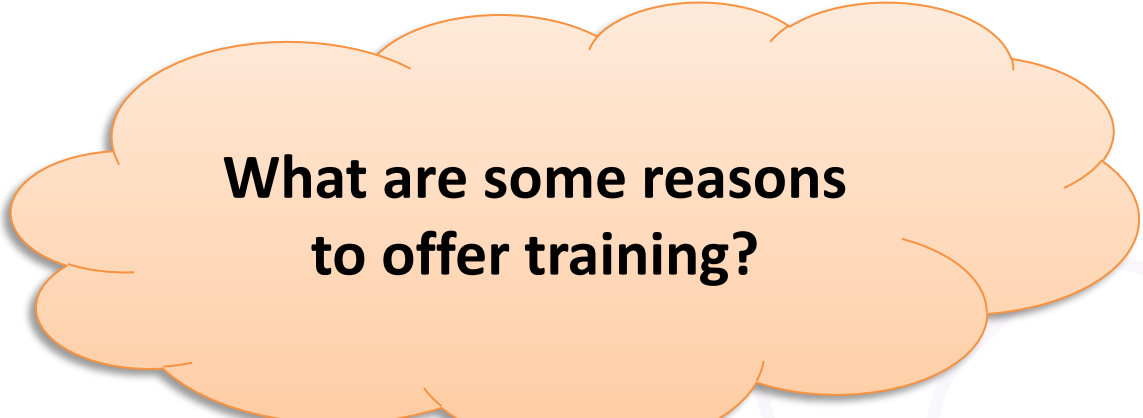


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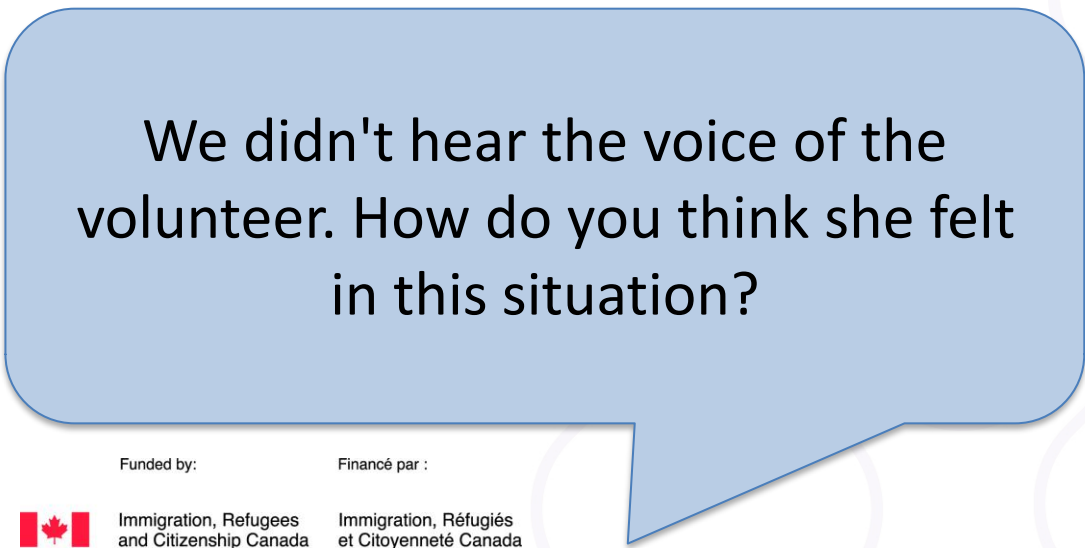
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Why train volunteers? (1)

An anecdote



What are some reasons to offer training?



We didn't hear the voice of the volunteer. How do you think she felt in this situation?

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Why train volunteers? (2)

From research and feedback

- To ensure volunteers know how to interact appropriately with learners.
- To ensure we're offering quality classes to our clients.
- To increase volunteer confidence.
- To know the job so they can do it well.
- To understand that an online classroom is different.



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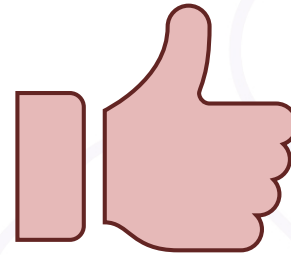
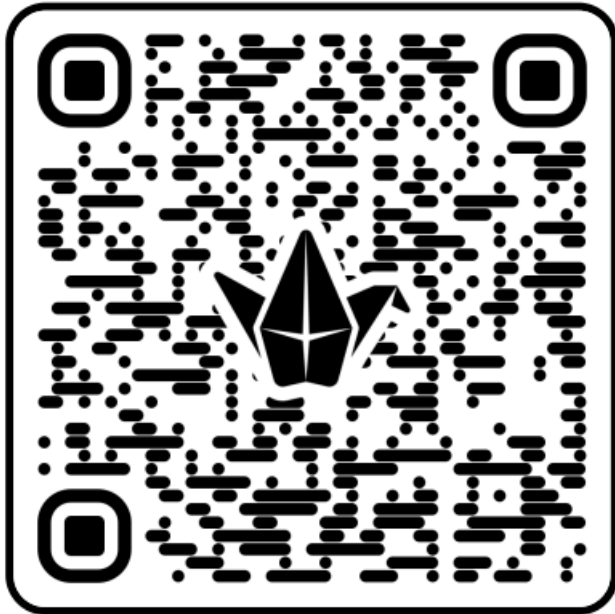
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What to include in the training?



<https://bit.ly/4gYKZdQ>

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How to onboard volunteers?

At least:

CR check

Needs assessment

Handbook

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How to train volunteers?

Training Ideas:

Observe session

Regular
workshops

Mentorship

TBLV

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An Enriching Experience



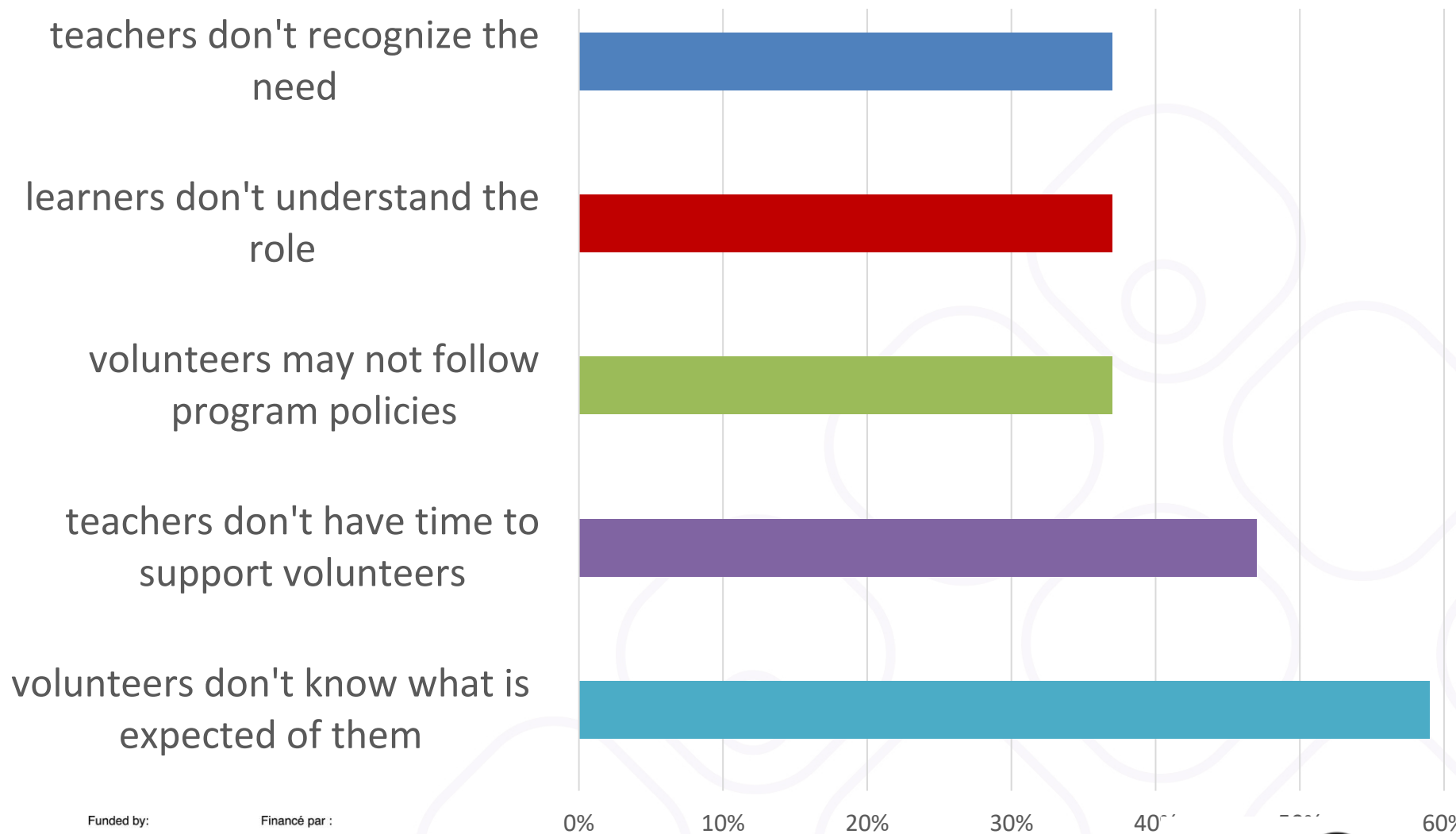
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Barriers to volunteers



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Poll (2)

What topics/things you would be comfortable to delegate to a volunteer?

- Shopping and daily life
- Working in Canada
- Information about Canada
- Understand their CLB
- Navigate government services
- Play games
- Pronunciation
- Vocabulary
- School in Canada
- The news
- What is happening in the learner's life



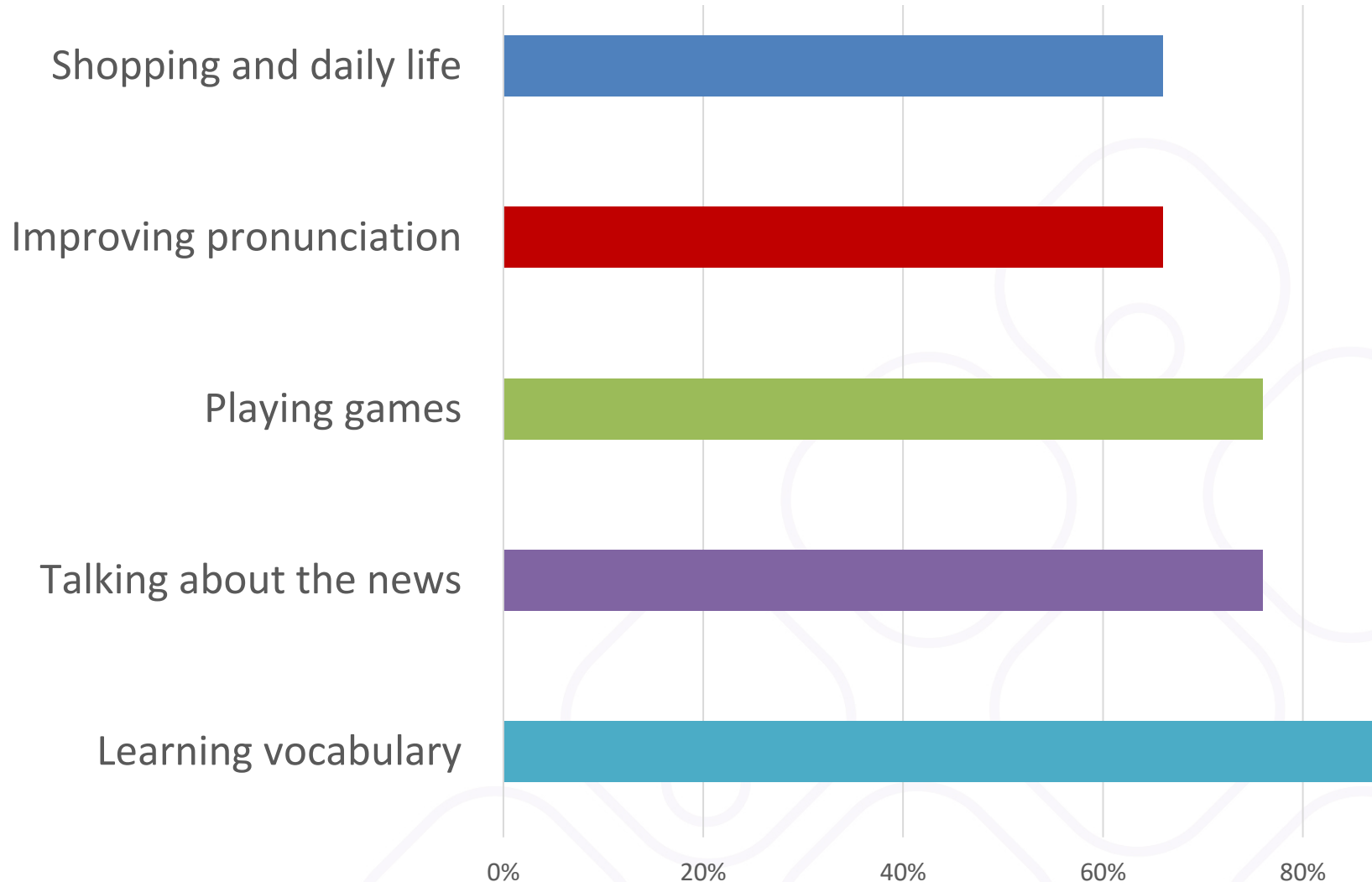
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Delegate to volunteers

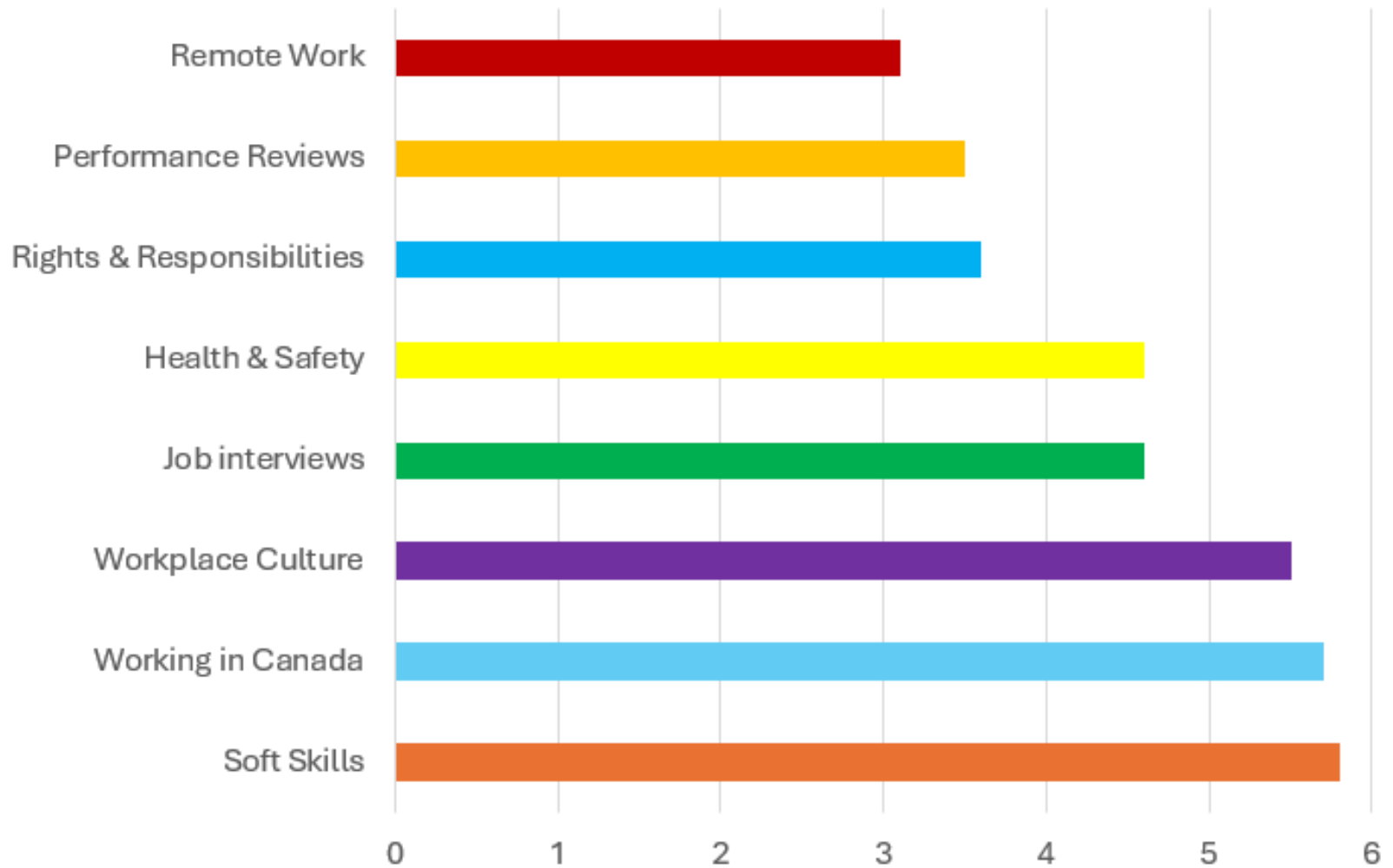


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TBLV Works Topics



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Community Volunteers



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Poll (3)

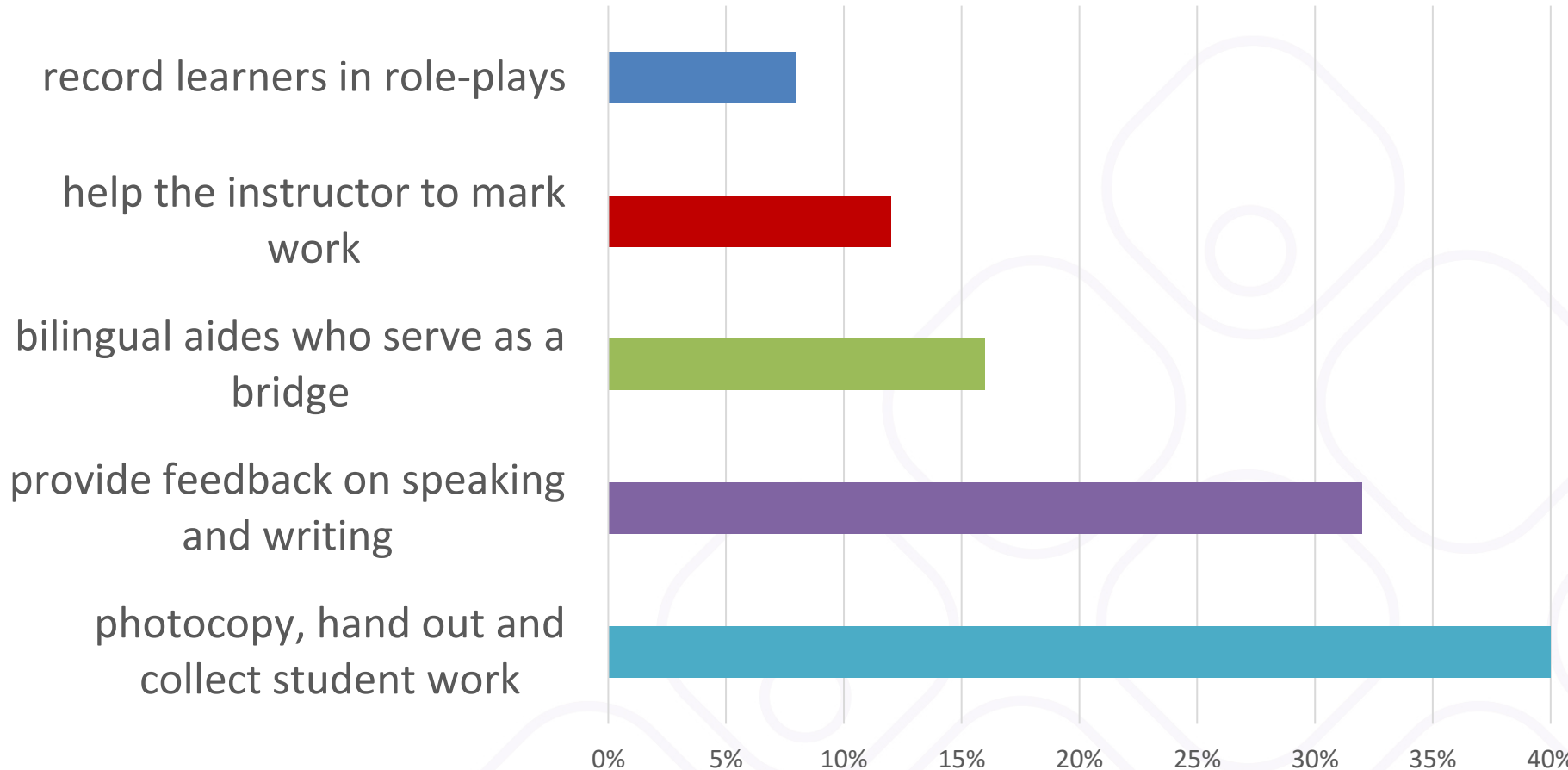
How can a volunteer support you in the classroom?

- Individualized instruction
- Work one on one
- Monitor and support
- Groupwork without teacher
- Conversation partner
- Role-play for teacher to observe
- Photocopy & hand out pages
- Marking student work
- Help with computers
- Bilingual Aide





Volunteer support in the classroom



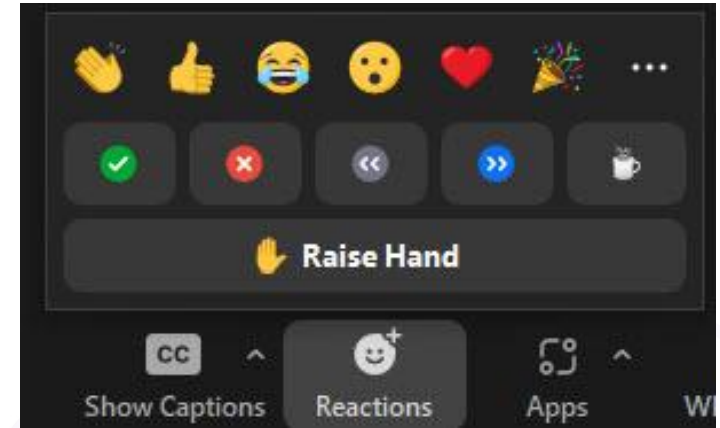
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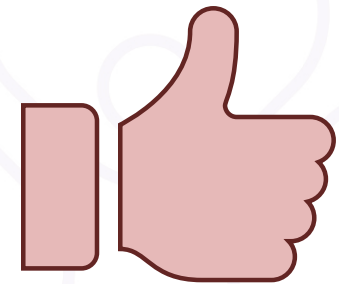
Volunteer support

- assist staff to use technology
- connect with students via texts/chat
- make phone/video calls with a student to work individually
- moderate discussion boards and respond to discussion topics (e.g. on Avenue)
- participate in online classes as a moderator (mute, respond to chat, etc.)
- reply to email messages from students



Benefits of volunteering for newcomers

- Practice the language in real situations
- Learn Canadian culture and social norms
- Build transferable skills
- Expand their network and make connections
- Gain confidence and local experience
- Contribute to the community and feel valued



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Take aways

Volunteers enrich the organization, but

- they need onboarding
- proper introduction to clients
- if possible, training or coaching



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Questions



marijke.geurts@avenue.ca
ron.lavoie@avenue.ca
matthias.sturm@avenue.ca
sophie.lecue@avenue.ca

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