

CONSULTING ENGINEERS OF ONTARIO

VOLUNTEER HANDBOOK



10 FOUR SEASONS PLACE
SUITE 405
TORONTO, ON M9B 6H7

About CEO

Consulting Engineers of Ontario (CEO), founded in 1975, is a non-profit organization representing the business interests of approximately 200 consulting engineering firms employing more than 20,000 Ontarians.

CEO works with all levels of government and other stakeholders to promote fair procurement and business practices and to support its member firms as necessary.

CEO is a member organization of the Association of Consulting Engineering Companies of Canada (ACEC) and International Federation for Consulting Engineers (FIDIC). When a company joins CEO, it automatically joins the ACEC and FIDIC.

CEO Mission, Vision, Values & Strategic Goals

Mission

To promote a sustainable business environment for members.

Vision

To be the authoritative voice for consulting engineering companies.

Values

Integrity, Trust, Collaboration, Diversity, Respect

Strategic Goals

Advocacy: To shape public policy, legislation and regulation of interest to members.

Business Practices: To achieve favourable procurement and commercial business practices among members' clients.

Member Engagement: To achieve member investment of time, effort and resources in exchange for value from CEO.

Why volunteer with CEO

- Build relationships with key industry stakeholders and clients
- Directly influence positive change throughout the Consulting Engineering sector
- Bring forward and help address issues that impact you, your firm, and the industry

- Networking
- Give your firm another platform; CEO recognizes both the individual volunteer and their firm throughout the year as valuable contributors to advancing the goals of our committees
- PEAK Professional Development – CEO Volunteer hours can be used toward completing your PEAK hours for the year
- CEO is a provincial association; our opportunities can help you engage with others throughout the province

Interested in Volunteering (New Volunteer)

How to apply:

- Review opportunity information (this will be in the form of a written job description)
- Complete a Candidate Profile
- Submit Candidate Profile to Engagement Specialist

The Engagement Specialist will send you confirmation once your Candidate Profile is received and will follow up with you regarding next steps.

During the volunteer intake process you will be given the opportunity to have a 1:1 conversation, likely via phone, in order to get a better understanding of the role, ask and clarify any questions you may have, and allow CEO to get to know you a bit better.

Once the above steps are completed, you will be notified of your intake status once we have assessed how your skills, experience, and availability may align in with the role.

After your application is accepted, you will need to review CEO's Volunteer Procedures (found at the end of this document). Upon review, you will be given an Agreement Form to sign, acknowledging the details of your role, as well as acknowledging you have read and agree to CEO's Volunteer Procedures.

If you have any questions during any point of the volunteer intake process, please don't hesitate to connect with CEO's Engagement Specialist.

References

CEO may request references from volunteer candidates during the intake process if it is deemed necessary for the role which the volunteer is applying for.

Volunteer Support

What kind of support does CEO offer its volunteers?

CEO's Engagement Specialist works closely with members and volunteers to build relationships and show the value of engagement with CEO. If at any point during your time as a volunteer you have questions or concerns relating to your role, you are encouraged to approach the Engagement Specialist.

It is important for you to know that if you share any concerns with the Engagement Specialist the conversations will be **confidential**. If it is determined that a concern needs additional input in order to address and resolve an issue (i.e. notifying the CEO management team) the volunteer will be notified and consulted during this process.

Volunteer and Leadership Feedback

It is important that CEO gives volunteers of all roles the opportunity to give and receive feedback throughout the year. This helps to enhance the quality and efficiency of the work we do at CEO.

Each year CEO conducts an annual Volunteer Survey. This is an important survey that CEO encourages all volunteers to partake in. It helps show CEO where there may be areas of improvement and matters that have produced success. CEO uses this tool to gather new ideas for their volunteer program. If you'd like to see something new or changed, we encourage you to complete our survey!

The Engagement Specialist also connects individually with Committee Chairs/Co-Chairs annually to review the state of the committee and its members. This is another important step in providing ongoing support to our volunteers. It allows another mechanism to measure progress, success, and engagement of volunteers on each committee.

Tell us the good!

When offering feedback many people tend to view this process as an opportunity to discuss concerns, roadblocks, or conflicts they are experiencing. While these are very important and necessary forms of feedback, it only offers a snapshot of the entire engagement of our volunteers. We love to hear the successes, big and small, too!

- Have you experienced a fellow volunteer going above and beyond?
- Did your team overcome a hurdle during a project that made room for success?
- Do you have a fellow volunteer that is always a positive contributor to your team?
- Do you know a CEO Member Firm who excels in supporting staff volunteerism efforts?

We want to hear about it!

CEO is making ongoing efforts to enhance their volunteer recognition initiatives, and feedback such as this is incredibly important. We want to show value in not only the work our volunteers do, but also our volunteers and firms!

Have an Idea?

While we have many existing CEO committees and task forces, we always welcome ideas for new volunteer projects and engagement.

We are always trying to think of ways we can offer more opportunities for our members and volunteers, so if you see potential and interest in a new volunteer opportunity, let us know!

You may bring your suggestions to the Engagement Specialist and we can see how your ideas may fit into the goals and values that CEO advocates for.

FAQ

Do volunteers get reimbursed for expenses incurred as a result of their volunteer role?

Volunteers may qualify for reimbursement on expenses relating to their role. Before an expense is incurred it is highly encouraged that the volunteer consult the Engagement Specialist to inquire if the impending expense qualifies under CEO's Volunteer Reimbursement Policy.

Can I change my volunteer opportunity?

If you feel that the role you are currently in is no longer a good fit for you, please consult the Engagement Specialist to see if there is another vacancy that may be better suited for you.

What if I no longer have time to volunteer?

We understand life gets busy and priorities can change. If you feel you no longer have the time to volunteer with CEO please consult the Engagement Specialist so we may facilitate a smooth transition into covering your role. If you have feedback regarding your exit, it is strongly encouraged that you bring forward this feedback to the Engagement Specialist at this time.

Can I volunteer for more than one project at a time?

Absolutely. If you have the time and interest to commit to more than one opportunity, we welcome further engagement. Check out our website to see what other opportunities we may have available for you.

Do I need to complete a Candidate Profile each time I apply for a new opportunity?

No. Our Candidate Profiles are meant to gather some necessary information regarding how to best contact and communicate with our volunteers, as well as their skills and experience. We will use this information for all volunteer opportunities you are interested in. If we find that we need additional information (i.e. regarding a specific type of experience not captured on the Candidate Profile) we will reach out to you individually, but you will not need to complete the form again.

Does CEO keep track of my volunteer activities?

Yes, CEO maintains statistics on frequency of committee meetings as well as attendance at each meeting. This allows us to track volunteer engagement so we may see what is working well, and where there may be areas of improvement.

You may also take this as an opportunity to request volunteer hours for your own professional development tracking, such as for the PEAK program. If you would like access to your volunteer hours please contact the Engagement Specialist.

Where can I see in-depth information on CEO Volunteer Activities?

Every year CEO produces an Annual Report, which outlines the state and successes of each committee throughout the previous year. CEO releases their annual report each spring at their CEO Awards Gala. CEO also mails a copy once annually to member firms, and in addition publishes it on our website for members to view.