



The Mustard Seed Calgary Volunteer FAQ

How old do I have to be to volunteer on-site at The Mustard Seed?

Volunteers must be at least 12 years old and accompanied by an adult to volunteer at our Resource Sorting Centre Site. Volunteers must be at least 16 years of age to volunteer in our Shelter Kitchen. All volunteers under 18 years of age must bring a completed and signed youth waiver form when coming on-site to volunteer. Volunteers aged 16 and older may volunteer without the accompaniment of an adult.

I am a former Shelter guest; can I volunteer at The Mustard Seed?

We understand that once someone has benefited from our services they may have a desire to pay-it forward. This means the world to us and we definitely welcome giving back. All former guests and clients must wait at least one year before applying to volunteer on-site with us. Volunteers must live in stable housing and be sober for a full year before volunteering.

Am I able to complete my court ordered community service hours or Fine Option hours at The Mustard Seed?

Yes, our Facilities department is able to take volunteers for community service and Fine Options hours. Our Shelter Food Services can take volunteers through the Fine Options Program only. Volunteers must be 18 years of age and older to complete mandated volunteer hours.

I have a family member or friend that accesses services; can I volunteer at The Mustard Seed?

No, although we encourage volunteers with a personal connection to get involved our duty is first and foremost for the privacy and protection of our guests as they seek shelter and refuge on their path back to secure housing and stability in their life. Therefore, we maintain an environment in which there is no conflict of interest for our volunteers or our guests.

What are the options for volunteering as a group on-site?

We greatly appreciate the support and work effort of our corporate, church, family and school volunteers. Our main group opportunities are through our Resource Sorting Centre and Shelter Kitchen. Depending on the season we may also have a special activity or event for your group to participate in. If an on-site opportunity does not work for your group we have a few off-site activities groups can support us with as well.

Group opportunities are available for volunteers as young as 12 years old with adult accompaniment at select locations. Groups support with completing large tasks and our main yearly events that require a



lot of man power. If you are interested in volunteering with a group on a one-off or regular commitment please fill in our group booking form here: <https://theseed.wufoo.com/forms/group-booking-form/>

- Donation Sorting
- Kitchen Meal Prep and Serving
- Special Events

I need a confirmation of hours for school/ a reference etc. How can I obtain a letter?

Volunteers who need a confirmation of hours letter for school, work or scholarships may receive a signed letter after completing a minimum of 12 shifts or 24 hours of volunteering. This letter can be requested by emailing volunteer@theseed.ca . Volunteers who complete a long-term volunteer commitment (weekly shift for 4 months minimum) may receive a reference letter directly from the volunteer coordinator they report to.

Long Term Volunteer Opportunities Individuals:

These opportunities are for volunteers aged 18 years of age and older. They include one-on-one interaction with our guests and clients. Volunteers must commit to a minimum of a 4-month commitment and a regular weekly shift. Volunteers must also complete an interview, orientation and a vulnerable sector check.

- Shelter Helper
- Sorting Centre Helper
- Computer Lab Supervisor
- Community Impact Centre Host
- Spiritual Care Support

Casual Individual Volunteer Opportunities:

These opportunities are available for volunteers as young as 16 years of age. Volunteers will be monitored directly by staff and support with more behind the scenes work. These shifts can be signed up for by the individual as much or as little as they desire. Once you have completed a volunteer profile in CERVIS a Volunteer Coordinator will review your application and send activation so that you can sign-up for shifts.

- Kitchen Meal Prep and Serving
- Special Events