

VOLUNTEER PROGRAM

Helping us write our story.



Sault Ste. Marie
Public Library

www.ssmpl.ca

"One stop....endless possibilities"

REVISED JULY 2026

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INTRODUCTION

This document contains detailed information about the Library's Volunteer Program. Volunteers are an essential part of community organizations including our own. Volunteers help us increase the capacity of the Library to accomplish goals through programs and services that respond to and are reflective of the unique characteristics and needs of our community.

The purpose of the Volunteer Program is to provide opportunities for members of the community to contribute to the enhancement of services provided by the Library. It is intended to be an enriching and rewarding experience for the volunteers. Through the program:

The Library Will

- Respect the spirit of community involvement by persons who volunteer their time, knowledge and resources.
- Entrust to each volunteer meaningful tasks appropriate to their abilities, skills and interests, and provide appropriate training.
- Provide each volunteer with an appropriate level of support or supervision based on the complexity and risk of their role.
- Foster an atmosphere of mutual respect between staff and volunteers.
- Create policies and procedures that apply equally to staff and volunteers alike whenever appropriate.
- Abide by the Canadian Code for Volunteer Involvement.
- Acknowledge and recognize the contributions made by volunteers.

The Volunteers Will

- Be accountable and will carry out their involvement responsibly and with integrity.
- Adhere to Library policies and procedures.
- Work safely, in compliance with the Ontario Health and Safety Act and Health and Safety protocols.
- Work within and not exceed the boundaries and limits of their roles within the Library.
- Provide feedback about the Library's volunteer program.
- Treat staff and the public with respect and dignity.

VALUES

The Library has adopted the following values as they relate to volunteerism:

- Volunteerism fosters civic responsibility, participation and interaction.
- Volunteer involvement strengthens organizations and their communities.
- Volunteers increase the capacity of organizations to accomplish their goals.
- Volunteer opportunities give citizens a chance to contribute, develop and grow.
- Volunteering benefits both the volunteer and the organization.

Volunteering is at the very core of being a human. No one has made it through life without someone else's help. - Heather French Henry

Volunteering and the Union

There are two Collective Agreements between the Sault Ste. Marie Public Library Board and the Canadian Union of Public Employees (CUPE) Local No. 67. One is for the Library Full-time group and the other for the Library Part-time group. The Library is committed to upholding both Collective Agreements and recognizes foremost its responsibilities to its paid employees. No employee's position shall be jeopardized or negatively affected by the Library's Volunteer Program.

Persons engaged as volunteers with the Library shall not be covered by any term or provision of the Collective Agreements and shall not acquire any right to a paid position included in either Collective Agreement.

In no case shall a volunteer displace an employee under the jurisdiction of Local 67 CUPE. In some instances, tasks can be completed by both paid employees and volunteers (e.g. digital preservation). Duties usually reserved for volunteer positions may on occasion need to be completed by paid employees due to a lack of volunteers or volunteer availability so that there is no disruption in library service (e.g. courier and VLS deliveries). Volunteers may assist staff in the delivery of programs and services.

Volunteers are to be a supplemental workforce, not a replacement workforce.

Depending on their role in the library, an employee may be required to supervise volunteers.

The Library will give Local 67 CUPE advance notice of any changes to the Library's Volunteer Program including new volunteer positions. The Library will provide details about work location, type of work and duration whenever a new volunteer position is established.

VOLUNTEER PROGRAM POLICY

Title:	Volunteer Program Policy	
Policy Type:	Operational	Policy Number: 300-17
Approval By:	Resolution Number RB 2013-04-15	
Approval Date:	April 15, 2013	
Revised Dates:	June 19, 2017; April 26, 2021; September 25, 2023	
Review Date:	June 2026	

PURPOSE

This policy provides guidelines for volunteer opportunities within the Sault Ste. Marie Public Library.

SCOPE

This policy applies to all volunteers at all Library locations and in the delivery of Library services off site.

DEFINITIONS

Volunteer – an individual who contributes to Library services under the direction of Library staff but does not receive any monetary compensation.

POLICY STATEMENT

The Library's Volunteer Program provides opportunities for members of the community to contribute to the enhancement of services provided by the Library. Volunteers are expected to participate in a spirit of mutual understanding and respect with other members of the organization and Library patrons.

The Library will respect the spirit of community involvement demonstrated by persons who volunteer their time and resources through:

- entrusting to each person meaningful tasks appropriate to their interests and skills and provide appropriate training and support;
- formally recognizing the contributions made by volunteers;
- fostering an atmosphere of mutual respect between staff and volunteer;
- designating a qualified staff member to be responsible for the volunteer program;

- clearly communicating a screening process that is consistently applied and
- providing an orientation to the organization, its policies, procedures and appropriate training.

External presenters delivering programs will not solicit business, customers, or market their commercial products or services. Exceptions made in service of strategic objectives must be approved by the CEO.

The Library may provide volunteer opportunities for students enrolled in work experience programs.

No volunteer will displace an employee under the jurisdiction of Local 67 CUPE as per the Library's Collective Agreements.

All screened volunteers over the age of 18 are subject to mandatory police Criminal Record Checks. Some volunteer positions may also be subject to Police Vulnerable Sector Checks. Reimbursement for police checks will be provided once the volunteer has been confirmed. An Offence Declaration Affidavit shall be signed by all volunteers on an annual basis in order to continue volunteering with the organization. The CEO manages all criminal record and vulnerable record checks and subsequent declaration affidavits.

RELATED POLICIES

300-08 Visiting Library Service Policy

300-18 Friends of the Sault Ste. Marie Public Library Policy

400-03 Health and Safety Commitment Policy

400-05 Workplace Code of Conduct

400-09 Human Rights Policy; Anti-Harassment/Discrimination/Violence

VOLUNTEER POSITIONS

Title:	Courier
Time Commitment:	1-2 hours per week
Supervised by:	Senior Circulation and Branch Technician, Manager of Community Engagement
Revised Dates:	February 26, 2026

Job Description

Library Couriers transport books and other library materials to and from each Library location. The materials are packed by Library staff to satisfy holds at another Library location. After the delivery, the materials are unpacked and scanned by Library staff. Deliveries may include other interlibrary materials including forms, documents, newsletters and promotional materials.

Deliveries will be made regularly on a set schedule (typically 3 days a week). Deviations from the schedule may occur during holidays, illnesses, or because of unsafe weather conditions. If a volunteer is unavailable for any reason to work a scheduled shift, they are asked to notify their supervisor, allowing time to find a replacement.

Deliveries are made during library operating hours.

Purpose for the Courier System

The courier system is designed to move Library materials from one Library location to another. This system allows patrons to reserve books to be picked up at a location different from where the material is shelved as well as return books to a different location than the one it belongs to. The courier system helps the library provide greater customer service by providing convenience to library patrons.

Equipment Use

- Book carts
- Motor Vehicles

Requirements

- Availability during the day.
- Volunteers must be fit enough to lift and carry boxes of books (up to approximately 10 kg).
- Occasionally push loads under 100 kg.
- Reach, bend, walk, and maneuver carts in aisles.

- Volunteers must have a valid Ontario Drivers' License and their own transportation. Volunteers will be reimbursed for their mileage per *200-08 Travel and Expenses Policy*.
- Volunteers must provide proof of automobile insurance and liability coverage.

Title:	Digital Preservation Volunteer
Time Commitment:	1-3 hours per week
Supervised by:	Archive Technician, Senior Circulation and Branch Technician, Manager of Community Engagement
Revised Dates:	February 26, 2026

Job Description

Digital Preservation Volunteers assist the Archive Technician in preserving historical records by making digital copies. Documents requiring digitization include:

- Manuscripts
- Photographs
- Maps
- Architectural drawings
- Corporate documents
- Correspondence
- Other original documents

Alerts the Archive Technician if archive material requires restoring, repairing and/or preventative treatments.

Volunteers will use the technology provided to scan, photograph, and copy primary sources.

Volunteers will follow all archival procedures including proper handling and storing of archival materials. Depending on the material handled, volunteers may be required to wear gloves and use specialized tools.

Purpose for Digital Preservation

To preserve local history of the Algoma Region and the institutional memory of the Sault Ste. Marie Public Library through the digitization of primary sources.

Equipment Use

- Personal computers, scanners, photocopier, printers, digital cameras.
- Software packages including Microsoft Office, Google SUITE/Workspace, Adobe Reader/Pro.
- Microfilm readers and scanners.
- Book carts.

Requirements

- Experience and/or education related to archives, museums and art galleries (ie. collections conservation, archival studies, and curatorship).
- Manual dexterity to operate computers and office equipment.
- Continuously lift objects under 1 kg. for up to three hours; occasionally lift loads under 10 kg.
- Occasionally push loads under 100 kg.
- Reach, bend, walk, and maneuver in aisles.
- Attention to details.
- To sit at a desk for prolonged periods of time, up to 3 hours.
- To stand for prolonged periods of time, up to 3 hours.
- To view a computer screen for prolonged periods of time, up to 3 hours.

Title:	Visiting Library Service Volunteer
Time Commitment:	2-5 hours per week
Supervised by:	Reference Technician, Senior Reference Technician, Manager of Public Service
Revised Dates:	February 26, 2026

Job Description

Visiting Library Service (VLS) volunteers transport books and other library materials to and from designated Visiting Library Service (VLS) patrons and the Library. The materials are selected and packed by Library staff. Library staff register patrons for VLS and map out routes for VLS volunteers.

Two volunteers or one staff and one volunteer will deliver materials within a residence. When offering contactless service, only one volunteer or one staff member is required to complete VLS delivery.

VLS volunteers provide a friendly “visiting” service when dropping off or picking up material at a VLS patron’s residence. VLS volunteers should not run errands or perform other personal services unrelated to the scope of their job assignment.

VLS volunteers provide feedback to the Reference Technician responsible for overseeing the VLS program or any special patron requests and other requirements of the service, including suggestions and improvements.

VLS deliveries will be made regularly on a set schedule. Deviations from the schedule may occur during holidays, illnesses, or because of unsafe weather conditions. If a volunteer is unavailable for any reason to work a scheduled shift, they are asked to notify their Reference Technician or supervisor, allowing time to find a replacement.

Purpose for the Visiting Library Service Program

To supply reading/listening materials to homebound residents who are unable to travel to the Public Library on their own.

Related Policy 300-08 Visiting Library Service Policy

Equipment Use

- Book carts
- Motor Vehicles

Requirements

- Availability during the day.

- Volunteers must be fit enough to lift and carry boxes of books (up to approximately 10 kg).
- Occasionally push loads under 100 kg.
- Must be able to maneuver up and down stairs carrying loads.
- Reach, bend, walk, and maneuver carts in aisles.
- Volunteers must have a valid Ontario Drivers' License and their own transportation. Volunteers will be reimbursed for their mileage per *200-08 Travel and Expenses Policy*.
- Volunteers must provide proof of automobile insurance and liability coverage.
- Volunteers are required to complete a Police Criminal Records Check and a Police Vulnerable Sector Check prior to volunteering. The costs, if any, for these checks will be reimbursed by the Library.
- Volunteers are required to complete an affidavit annually after their first year.

Title:	Welcome Ambassador
Time Commitment:	2-5 hours as needed
Supervised by:	Senior Technicians, Manager of Public Services, Manager of Community Engagement
Revised Dates:	February 26, 2026

Job Description

Welcome Ambassador Volunteers serve as friendly, approachable representatives of the Library. They greet visitors, provide general information, and help connect patrons with appropriate services, staff, programs, and spaces during library programs, events and celebrations.

Welcome Ambassador Volunteers:

- Greet patrons as they enter the Library in a warm and professional manner.
- Provide basic directional assistance (e.g., washrooms, service desks, program rooms, etc).
- Answer general questions about the program or event for which they are welcoming people to.
- Refer patrons to appropriate Library staff for programs and services not related to the program or event for which they are welcoming people to.
- Observe and report any concerns related to safety, accessibility, or patron needs to Library staff.
- Provide feedback to the supervising staff member regarding frequently asked questions, visitor trends, or suggestions to improve the visitor experience.

Welcome Ambassador Volunteers do not handle cash, access patron accounts, resolve complex service issues, or perform duties reserved for staff.

Purpose of the Welcome Ambassador Program

To create a welcoming, inclusive, and positive first impression for all visitors to the Library during special events and celebrations by providing friendly assistance, basic information, and directional support.

Equipment Use

- Information materials (maps, brochures, program guides).

Requirements

- Friendly, welcoming, and comfortable interacting with people of all ages and backgrounds.
- Strong communication and interpersonal skills.
- Ability to stand for extended periods of time (up to 2 hours).
- Ability to walk throughout the Library building as needed.
- Comfortable working in a busy public environment.
- Volunteers are required to complete a Police Criminal Records Check and a Police Vulnerable Sector Check prior to volunteering. The costs, if any, for these checks will be reimbursed by the Library.
- Volunteers are required to complete an affidavit annually after their first year.

VOLUNTEER OPPORTUNITIES

Guest Speakers/Presenters

Though Library staff are talented and have much expertise, they cannot know or be experts in everything. The Library will often take advantage of the knowledge, talent and expertise of community members to enrich the programs and services of the Library. Typically, guest speakers and presenters are volunteers for a single event, workshop or training session, though sometimes they may volunteer for a series. Examples of activities volunteer guest speakers and presenters could be involved with include but are not limited to:

- Author Readings
- Information Workshops
- Event Activities (Culture Days, Boomers and Beyond, etc.)
- Demonstrations
- Musical Entertainment
- Dramatic Presentations
- Guest Story Telling
- Training (public and/or staff)
- Community Program Facilitation (Chess Club, Spanish Club, Poetry Circle, etc.)
- Film Screening
- Exercise and Movement Classes

Volunteer Library Assistants

The Library offers high school students the opportunity to volunteer so they may obtain the necessary community hours they require for graduation and so they can make a meaningful contribution to the community. The Library offers these opportunities as a service to the community.

Volunteer Library Assistants will not do any tasks normally assigned to staff and will at no point displace a staff member. They will be assigned special duties, tasks, and projects to be determined at the start of volunteering. Depending on the volunteer opportunity, volunteers may be directed by unionized staff or directly supervised by management.

TEEN ADVISORY GROUP (TAG)

TAG is program for teens aged 14 to 18 to earn community involvement hours, build leadership and teamwork skills, meet new friends, and have their say in their Library's collections, spaces, programs, and marketing. Participants may have assignments to do outside of TAG meeting such as promoting events and services at their school, distributing surveys or other materials to other young adults or researching ideas for improvements to their library.

The goals of TAG Program are to:

- Actively engage with our community's young adults.
- Provide the opportunity for young adults to earn community hours in their Library.
- Allow young adults to have an active say in their Library's services, programs, and collections.
- Facilitate and participate in activities at the Library for young adults.
- Receive valuable feedback to implement changes to improve our resources for the young adult community.
- Provide an opportunity for teens to develop their skills in leadership and team work.
- Create a network to advertise, market, and engage with our young adult community.

Student Co-op Placements

Occasionally high schools and post-secondary institutions seek out volunteer positions for their students to provide them with real life work experience. The Library participates in these programs as a community service. Each co-op placement within the Library should be geared toward the students' interests and/or be as relevant to their studies or course assignments as possible. These volunteer positions are often unique and are very temporary, having a set of number of volunteer hours that need to be achieved.

Depending on the co-op, staff, including unionized staff, may be required to supervise and mentor these student volunteers.

Other

Volunteers often approach the Library with their own ideas of how they would like to help. The Library will try to be flexible and work with volunteers to create opportunities when and where appropriate.

APPLICATION PROCESSES

The Library will ensure that every volunteer applicant is treated equally with dignity and respect. All appointments to volunteer positions within the Library shall be based on the needs of the Library as well as the required knowledge, qualifications and abilities of the volunteer.

The Library does not guarantee to provide volunteer opportunities to applicants.

Application Forms

The Library has created volunteer application forms which can be found at each service desk, on the Library's website and on the Library network. Application forms will be held on file for 2 years for applicants that haven't yet had an opportunity to volunteer at the Library. Those that have will have their forms placed in a personnel file.

Interviews

Interviews are important to find out if volunteers are suitable for the position. Interviews may be formal or informal, depending on the volunteer opportunity and should take into consideration the volunteer's motivation, skills and experiences. During the interview process, the Library will need to clearly communicate the expectations of the volunteer position.

References may be requested at any time, but candidates must provide consent to contact references.

Partnerships and Proposals

Sometimes an organization will volunteer their staff as part of a partnership. Examples of past partnerships include:

- Credit Councilors of Sault Ste. Marie Income Tax Assistance
- VON Exercise for Seniors Program
- March of Dimes
- Mental Health Association Algoma Mental Health Consultations
- Clean North Film Screenings

Other times a citizen or business may approach the library with a proposal. Examples of past partnerships include:

- Stained Glass workshops by Glassworks Sault Ste. Marie

- Basket Weaving
- Chess Club
- Poetry Circle
- Drag Story Times

Ongoing partnerships will often require a Memorandum of Understanding (MOU) outlining the expectations of the partner and the Library.

ORIENTATION AND TRAINING

All ongoing volunteers, including those in official volunteer positions, will undergo mandatory orientation and training. Training requirements will vary between volunteer positions though some training is legally mandated for all employees and volunteers. Each volunteer shall receive training specific to their role and the individual needs of the volunteer. Accommodations can be made upon request.

Relevant to the Position

Orientation will provide background information about the Library, as well as information specific to the volunteer position and its relationship to the Library. Training will focus on skill development and prepare them for their role. The intensity of the training will depend on the volunteer position.

Library Policies

Many of the Library's Operational and Human Resource policies apply both to staff and volunteers. Trainers will ensure that volunteers receive information about these policies and are familiar with policies and practices relevant to their role.

Health and Safety

The Sault Ste. Marie Public Library is committed to the health and safety of all its employees, volunteers, and contractors.

Everyone, including volunteers, must understand their rights and responsibilities under the Occupational Health and Safety Act; to identify and assist in resolving unsafe situations or activities; to use equipment safely and to ensure their own health and safety by understanding and complying with safe work practices and procedures established by Sault Ste. Marie Public Library and the Occupational Health and Safety Act. For this reason, all ongoing volunteers must receive Health and Safety training.

Volunteer responsibilities include learning and following safe work procedures, correcting hazards when possible and reporting them to library staff when they cannot.

Additional Training

Occasionally there may be training opportunities for volunteers not related to their volunteer positions. Supervisors will alert volunteers when these opportunities arise.

ADDITIONAL VOLUNTEER INFORMATION

Travel

In the course of their duties some volunteers may be required to travel. The Library reimburses volunteers who use personal vehicles for Library work. The reimbursement rate used is from section 7306 of the Income Tax Regulations. Volunteers must complete and submit a Mileage Claim form before they receive payment.

Volunteer Positions that require travel include Visiting Library Service Volunteers and Couriers.

Volunteer Identification

Volunteers will be given badges or lanyards that will identify them as library volunteers. This is to help minimize confusion among patrons, staff and the public. Some identifiers may be generic, saying **Volunteer** while others may be more detailed such as **Visiting Library Service Volunteer**. All badges and lanyards will have the Library logo on them.

Key Cards

Depending on the volunteer position, a volunteer may receive a key card used to gain access to a Library location and/or specific rooms within the library.

Key cards will be deactivated when a volunteer no longer volunteers with the Library.

Staff Rooms

A staff room is located at each Library location for the comfort and convenience of all staff members and is not intended for use by volunteers. Exceptions may be made during special occasions with permission from the CEO.

Criminal Record Checks and Affidavits

For positions that may require a volunteer to interact with a vulnerable population, criminal record checks are required. The Library will reimburse volunteers for the cost of criminal record checks whenever one is requested.

Affidavits will need to be completed annually by those same volunteers.

Volunteer Personnel Files

The Library maintains a personnel file for each ongoing volunteer. Volunteer personnel files will not be maintained for volunteers for single events or projects or for volunteers of the Friends of the Library. Personnel files are confidential records kept in the Administration Office. Personnel files will include such documentation as volunteer application forms, criminal record checks, training certificates, proof of liability insurance, and emergency contact information. To maintain proper record keeping, it is the responsibility of each volunteer to notify the Administration Office of any changes including:

- Contact Information including address, phone number, and/or personal email.
- Qualifications including training certificates, licenses, and certifications such as first aid.
- Change in insurance providers.

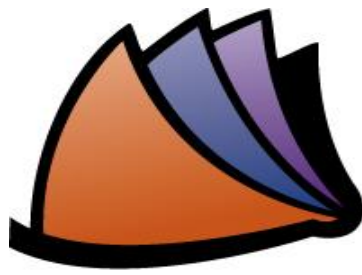
Personnel records for volunteers will be retained for 5 years after the volunteer has stopped volunteering.

Conduct and Discipline

Volunteers are expected to follow the rules of conduct and policies set by the Board. Any breach of these rules and/or policies can result in a warning or termination of the volunteer's position depending on the seriousness of the offense.

Speaking on Behalf of the Library

No volunteer may act as an official spokesperson of the Library without designation by the Library Board or CEO. Volunteers are encouraged to promote the Library in formal and informal settings which do not include media interviews. Volunteers may share their experiences with friends, family, and networks both in person and online so long as they do not identify themselves as a representative of the Library.



Friends of the Library

About the Friends of the Library

The Friends of the Sault Ste. Marie Public Library, though associated with the Library, is its own separate organization and organizes its own volunteers. The Friends' goal is to promote public awareness and an appreciation of the library, support the library in the delivery of library services, raise and provide funds or materials in support of the library, and advocate for the Library.

The Friends have a constitution and are governed by an elected Executive. The Library CEO sits on the Friends' Board as a Library representative but has no voting rights.

There is a membership fee to become a Friend of the Sault Ste. Marie Public Library. Funds raised through membership are donated to the Library to sponsor Library programs and projects.

The Friends of the Library operates the used book store at the James L. McIntyre Centennial Library. Friends' volunteers sort through book donations and sell donated books on the Library's behalf. Each year the Friends of the Library raise up to \$30,000 for the Library.

Volunteer Positions

There are many different volunteer positions within the Friends of the Library, including:

- Bookstore Volunteer**

- Sorter**

- Online Sales Volunteer**

- Volunteer Coordinator** (in charge of staffing the book store, maximum one hour per week, work from home)

- Book Sale Coordinator** (to organize the Rotary Days Sale and an any off-site sale, approximately two weekends per year)

- Fundraising/Advertising volunteer**

- Start-up Volunteer** for "Little Free Libraries"

Application Process

The Friends of the Library has a separate application process and form for volunteers than that of the Library. Potential volunteers can pick up a Friends of the Library volunteer application form at any Library location, the Friends of the Library Bookstore, and on the Library's website <https://ssmpl.ca/about-us/friends-of-the-library/>

Inquiries can be made via phone 705-759-5334 (Bookstore) or email friendsotlibrary@gmail.com .

LIBRARY BOARD

The Library is governed by a nine (9) person volunteer Board appointed by council every four years and during casual vacancies. The Board meets on a monthly basis. It consists of a Board Chair, Vice Chair, members and various working committees. Appointments to the Board are typically for a four (4) year term.

The City of Sault Ste. Marie's Clerks' Office will give a public notice when seeking volunteers for the Library Board. In accordance with the Public Libraries Act , R.S.O. 1990, c. P.44, to be qualified to be appointed as a Library Board member you must meet the following criteria:

- (a) is at least eighteen years old;
- (b) is a Canadian citizen or a permanent resident of Canada within the meaning of the *Immigration and Refugee Protection Act (Canada)*;
- (c) is,
 - (i) a resident of the municipality for which the board is established in the case of a public library board, a resident of one of the municipalities for which the board is established in the case of a union board, a resident of one of the participating municipalities in the case of a county library board, or a resident of the area served by the board in the case of a county library co-operative board,
 - (ii) a resident of a municipality that has a contract with the board under section 29,
 - (iii) a resident of the board area of a local service board that has a contract with the board under section 29,
 - (iv) a member of an Indian band that has a contract with the board under section 29, or
 - (v) a member of a second board that has entered into a contract with the board to purchase from it library services for the residents of the second board; and
- (d) is not employed by the board or by the municipality or county or, in the case of a union board, by any of the affected municipalities.

Those seeking to become a Library Board member must follow the application directions of the Clerk's Office when there is a vacancy.

VOLUNTEER APPRECIATION

Volunteer Reception

The Sault Ste. Marie Public Library Board hosts an annual reception for volunteers and donors each autumn. Food and wine are served at each reception. Invitations are sent to volunteers, sponsors, and donors for their previous year's contributions to the Library.

Speeches are made and awards, certificates, and plaques are presented during the ceremony portion of the reception.

Volunteer Recognition

Acknowledgment should be personal. Staff should be creative in recognizing each volunteer. The value and impact of volunteer contributions should be understood and acknowledged within the Library and communicated to the volunteer. Recognition needs to be appropriate to the volunteer role and arrangement, and respects the volunteer's wishes.

The value of volunteer contributions will be recognized in the Library's annual report. Other notable individual contributions may appear in the Library's newsletter.

Volunteer Gifts

As a sign of appreciation, sometimes the Library will offer gifts to volunteers such as gift baskets to guest speakers and presenters.

The Library presents a small gift to all volunteers and donors who attend the reception.