

Volunteer Handbook

City of Edmonton
Community Facility Service



Volunteering for Community Facility Services

Thank you for deciding to volunteer with Community Facility Services Branch of the City of Edmonton. Every year, volunteers contribute hundreds of hours to events and programs at City Facilities. Your assistance and dedication, in our programs and events, helps with ensuring greater success. We trust your time volunteering for Community Facility Services will be rewarding and full of opportunities to grow, learn and contribute.

This manual has been designed as an outline of the City of Edmonton's policies and expectations regarding our volunteers. It is also a source for our volunteers to know what to expect before arriving on site to volunteer. Additional training and expectations may be placed on you depending on your chosen volunteer placement.

Community Facility Services

Vision:

A front-line partner with citizens and communities, committed to creating a safe, healthy and vibrant city.

We value...

Respect - for citizens, for colleagues and for partners

Integrity - honest and ethical behavior as the basis of trust and respect

Trust - that is earned and honoured by all staff

Equity - ensuring every person is treated with dignity

Diversity & Inclusion - we welcome and include everyone

Responsibility & Accountability - we are efficient and effective stewards of the resources with which we have been entrusted



What you can expect

Position Description

Your volunteer position description will describe the qualifications and duties to be carried out at the event or program you work with (within Community Facility Services). Most positions are posted on MyVolunteerPage.com.

Orientation

You will be given an orientation to the Community Facility Services at a New Volunteer Orientation. In addition, you will be provided with an orientation to your facility when you start volunteering. Orientation dates and locations are listed on the website and when you sign up you will receive an email of the next orientation.

Training

Training will be provided so you can be successful in your volunteer role. The degree and extent of training varies based on your position. Training requirements are detailed in your position description.

Supervision

There will be a clearly defined supervisor or coordinator for the program or event to go to for support and direction on event day.

Recording Hours

You must sign in at the beginning of your shift and sign out at the end. Following the completion of a shift, it is the responsibility of the volunteer to log their hours on MyVolunteerPage.com. Logging your hours ensures you are part of our recognition program.

Breaks

You are entitled to breaks while volunteering

4 hour shift - one 15 minute break

6 hour shift - one 15 minute break and 30 minute meal break

8 hour shift – two 15 minute breaks and 30 minute meal break

Recognition

The City of Edmonton acknowledges the contribution volunteers make in contributing to a “Vibrant Edmonton”. Volunteers will receive recognition throughout the year from their supervisor and be part of the Branch wide recognition program.

Annual Commitment

Volunteers are required to volunteer a minimum of 20 hours annually or the minimum hours set out in the position description for the your position.

Security Checks

All volunteers must successfully complete a Police Information Check. The City of Edmonton will cover the cost of \$15.00 for Police Information Checks. As a result, we ask a minimum of 20 hours annually in order to remain active volunteers.

Please be advised that Edmonton Police Services will no longer complete Police Information Checks for non-residents of Edmonton. Contact volunteer services for further information on completing your police information check.

Youth 15 years and under do not need to complete a police information check. Instead youth must provide 2 written references from non-relatives. These reference letter should be provided to volunteer services when you attend the New Volunteer Orientation or at another time arranged by the Volunteer Services Office.

Resignation

When you want to resign from your volunteer position please advise your immediate program supervisor at least two weeks prior to your last shift.

Reason for Dismissal

A volunteer can be dismissed based on attendance, professional and sexual misconduct and behaviors that are harmful to the goals and values of the City of Edmonton.



Volunteer Practice at Community Facility Services

Be Safe

As a volunteer you are part of our Occupation Health and Safety Program. Working safely is everyone's responsibility. Please report any hazards or unsafe work conditions to your supervisor immediately. If, while volunteering, you are injured, immediately find your supervisor to report the incident.

Emergency Procedures- First Aid, lost child, fire etc.

During an emergency, follow the directions of your supervisor or staff. If you are the first one on the scene of an emergency, call for help and sound the alarm. Ask your site supervisor about the fire and site evacuation plans.

City of Edmonton Code of Conduct

As a volunteer you are required to adhere to the City of Edmonton's Code of Conduct

- You are an ambassador of the City of Edmonton, therefore represent the organization positively
- Protect all equipment, property and other assets.
- Volunteers are not entitled to free admission to Attractions and Recreation Facilities on the days that they are not volunteering

If you have any questions please contact your Volunteer Supervisor

Confidentiality

As a volunteer you may have access to personal information about clients/customers. Under common law people have the right to have their confidentiality respected and can pursue legal action if a significant breach of confidentiality occurs.

No information about clients/customers, including their identity, should be given to any person or agency outside of your organization without the permission of the organization and the client, unless there is a legal requirement to do so. These matters should be discussed with your Volunteer Coordinator/Manager.

Volunteers should not, whether during their time with the organization or after leaving the organization, use or disclose any confidential information about a client/customer, fellow volunteer or co-worker.

At times discussions will occur about a client/customer. Sharing of information should be limited to those with whom there is a need to discuss such details, and who are authorized to receive client/customer information. This may include your Volunteer Coordinator/Manager. The location of these conversations should be taken into consideration and should be held in private environments not in public spaces.

Guidelines for Behavior

Respectful Workplaces

City of Edmonton promotes a work environment free from discrimination or harassment, one in which every one treats each other with respect and dignity.

Attendance

It is the responsibility of the volunteer to arrive on time. We recognize that absence due to illness and emergency situation can happen. In such circumstances you are required to advise your supervisor at the earliest convenience regarding your attendance. If you miss your shift without an explanation, you could jeopardize your volunteer placement. Any deviations from the scheduled shifts must be approved by your supervisor.

Electronic Devices

While volunteering with the City of Edmonton all electronic devices must be turned off. You can use your electronic devices during your breaks away from the events and public.

Appearance / Dress code

You will want to ensure your appearance reflects the professionalism of the City of Edmonton and be appropriate for your volunteer position. Clothing should be free of profanity and inappropriate content. Volunteers are expected to use good judgment in relation to what they wear and how you present yourself at the job. If there is any doubt please ask your Supervisor.

If provided with a uniform, keep the item in good repair and clean, please return the uniform on termination of your volunteer position. Volunteers must wear City of Edmonton Volunteer Identification at all times.



Working with the Public

Volunteers are an important part of the City of Edmonton's programs and events. You are considered a representative of the City and your attitude, appearance and actions make an impact on the community. As a volunteer you need to demonstrate good judgment, professionalism and responsibility in your interactions with the public, other volunteers and staff. Treat everyone with respect. Keep your appearance neat and professional, don't eat, smoke or chew gum while interacting with public

Dealing with Difficult People

Handling situations with difficult visitors requires patience, confidence and, unfortunately, practice. Do your best, but realize in some cases it is impossible to do a perfect job.

- Listen to complaints. Often the visitor will feel much better for having got it off their chest. Let them talk.

- Show empathy. If we have clearly made a mistake apologize for it. If it looks like we're at fault, find out more.

- Explain things that can't be helped. A disappointment can be minimized by a reasonable explanation.

- Refer people who insist on further action to a site supervisor. Let other staff help you if you're not sure what to do.

Guiding Children

Volunteers are expected to create an environment that is respectful, supportive, where every child is valued and appreciated for their individuality, strengths and abilities.

Tips to guiding children:

- Provide positive examples

- Redirecting a child by offering alternative choices

- Set limits for the activity in a positive way so a child can participate successfully.

Touching Guidelines

Touching of participants in general should be avoided (high fives not hugs)

Touching should be with the participant's permission and in response to a need.

Touching must be open and not secretive

Touching must avoid buttocks, groin or breasts

A volunteer should never:

- Kiss, give extended hugs or tickle a participant

- Carry a child or having them sit on your lap

- Be alone with a participant.

If you have other questions please contact Volunteer Services at
rfsvolunteer@edmonton.ca or 780 496 4935