



edmonton  
**volunteers!**

Community Facility Services  
Volunteer Orientation Session



# City of Edmonton Policy on Volunteerism

- Introductions
- Application Process
- Positions Available
- Orientation & Training
  - Code of Conduct
  - Occupation Health and Safety
- What you can expect from us
- Police information Check & Volunteer Agreement
- Evaluation





# At the end of this session you will understand...

Where you are in the volunteer application process and what to expect next

What is expected of you as a City of Edmonton Volunteer

The importance of your personal safety

What kinds of volunteer opportunities are coming up

How amazing it is to volunteer for the City of Edmonton!





# City of Edmonton Policy on Volunteerism

- Improve quality of life
- Promotes citizen involvement
- Contributes to healthy communities and a **vibrant Edmonton**
- City will support volunteers and provide positive and meaningful experiences for those who volunteer with the City.







# Volunteer Services

## Community and Recreation Facilities

**Volunteer Services Vision:** A diverse community of individuals, families and groups engaged in meaningful volunteer experiences that contribute to a livable city.

**Volunteer Services Mission:**

- Empowering Edmontonians to make meaningful connections
- Providing opportunities to contribute to the Arts, Culture and Sport of their communities.
- Providing leadership in Volunteerism.





# Who will I work with?

**Volunteer Services** will help you with...

<b>Screening</b>	<b>Reference Letters</b>	<b>General</b>
<b>Online Profile</b>	<b>Paperwork &amp; Forms</b>	<b>Orientations</b>
	<b>Applications</b>	<b>Interviews</b>



**Shannon Meyer**  
Volunteer Services  
Program Coordinator  
  
Edmonton Valley Zoo



# Who will I work with?

**Program and Event Staff** with help you with...

<b>On-site Orientations</b>	<b>Scheduling</b>	<b>Position Details</b>
<b>Safety Information</b>	<b>Position Specific Training</b>	<b>Direct Supervision</b>
		<b>Evaluations</b>

Most volunteer positions/programs have a separate on-site supervisor that you will report to.

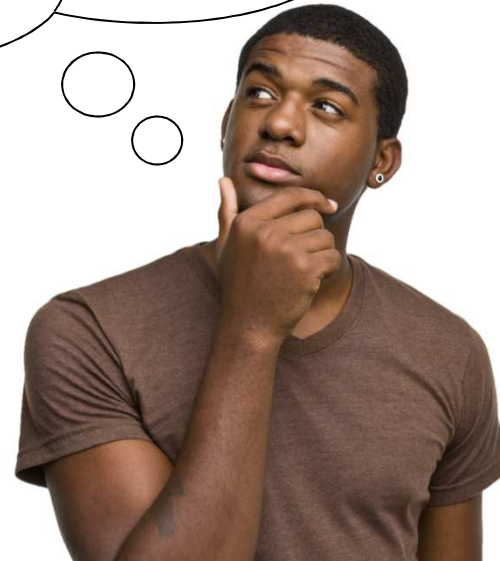
*Examples include:*

- *Special Event Coordinators*
- *Young Naturalists*
- *Costumed Interpreters*
- *Daycamp Supervisors*

# Why Volunteer?

A large, white, cloud-like thought bubble with a black outline. Inside the bubble, the text 'Why Volunteer?' is written in a bold, black, sans-serif font. Two small circles lead from the bubble down to the heads of the two people below.

**Why  
Volunteer?**





# Why Volunteer?

- Develop your skills
- Explore career options
- Share your time, energy and skills
- Learn/try something new
- Make new friends
- Feel good about yourself
- Give back to your community
- Help others





# Why Volunteer?

Volunteers of  
Edmonton Video



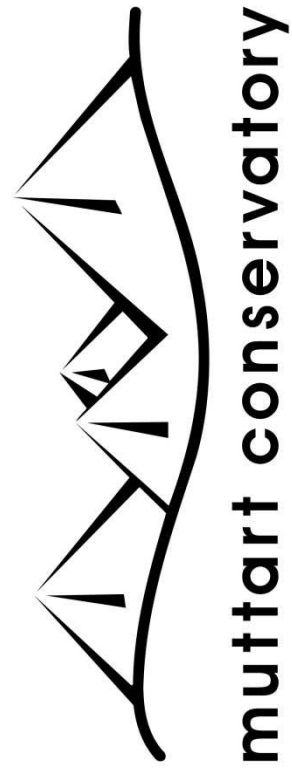


# Where can I volunteer?

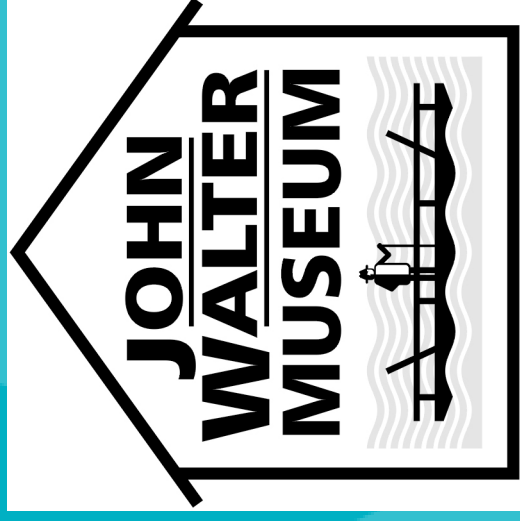
## Guessing Game



*Note: Most facilities listed have both  
Special Events and Daycamp  
Volunteer Positions*

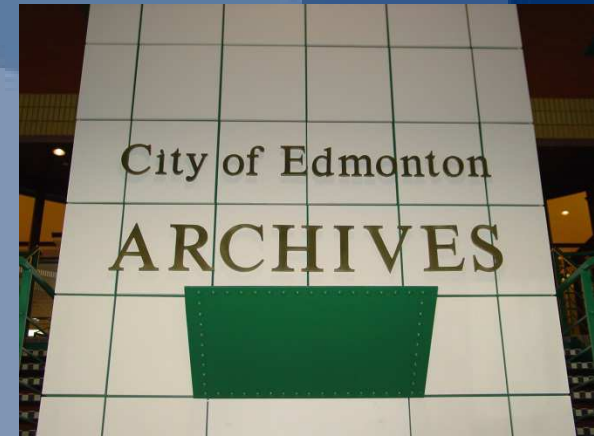












City of Edmonton  
Archives in the Prince of  
Wales Armories

StepUp

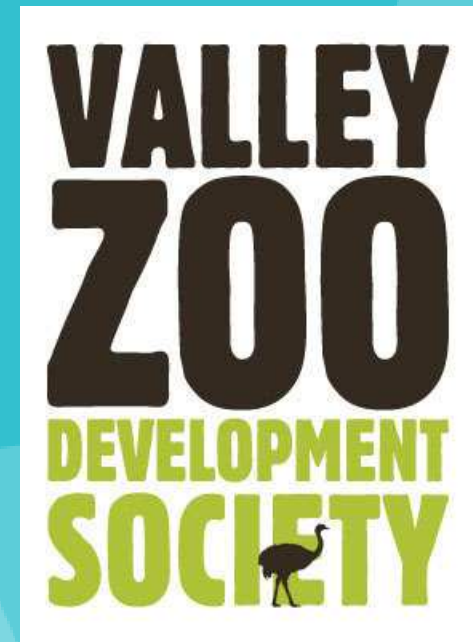
Summer Daycamp  
Program

(Youth 13-17yrs)



# Valley Zoo Development Society

- Non-profit organization
- Volunteer Coordinator
  - Cindy Afanasiff
- [www.buildingourzoo.com](http://www.buildingourzoo.com)





# Fort Edmonton Park

- Separate volunteer program, need additional orientation
- Volunteer Supervisor : **Laura Nichol**
- Visit [www.fortedmontonpark.ca](http://www.fortedmontonpark.ca) for more info!





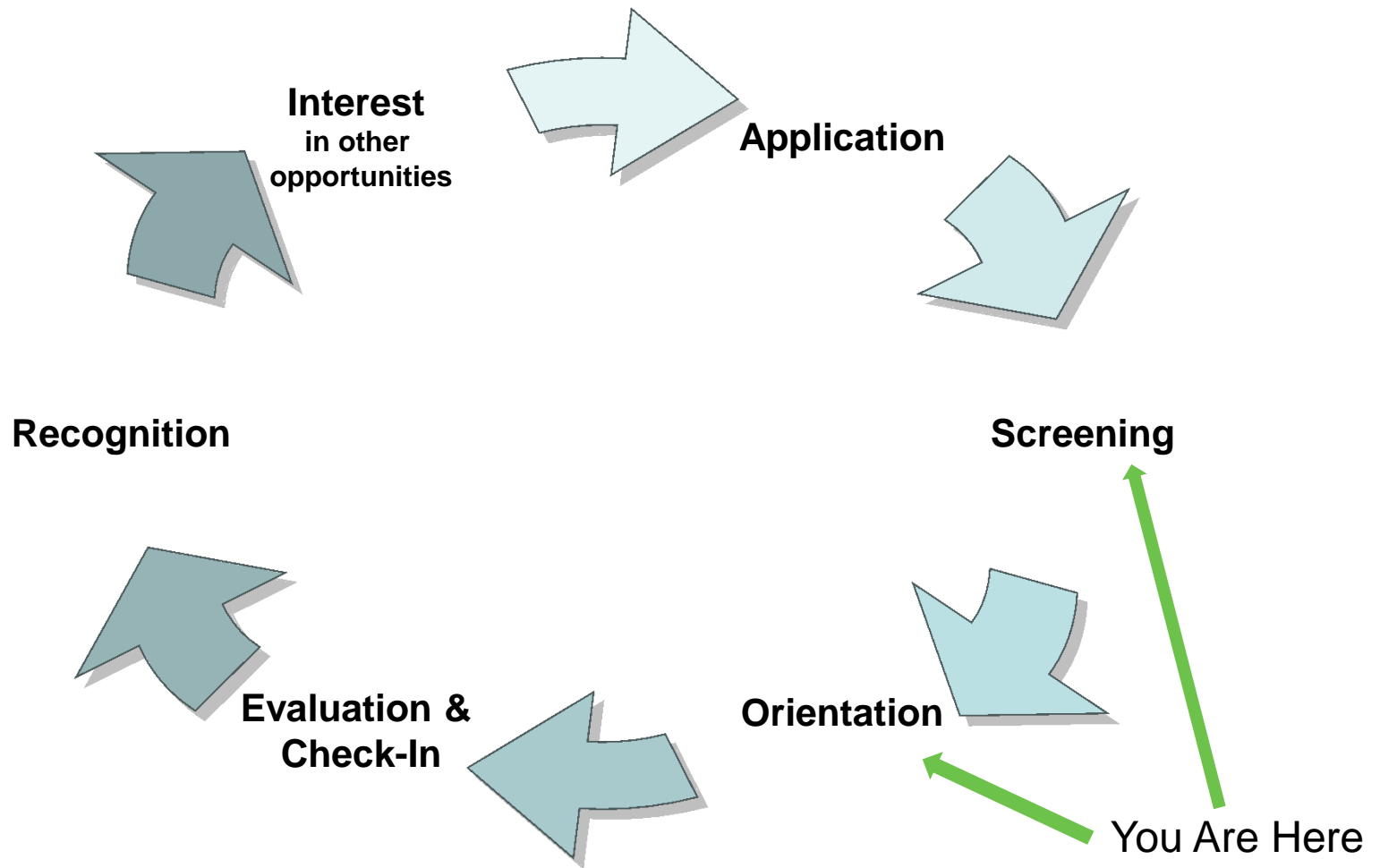
# When and where can I volunteer?

- You can volunteer starting....**NOW!**
  - “In Process” for 30 days or until screening has been successfully completed
- You can volunteer for any basic entry level position at any of the places mentioned before...even Fort Edmonton Park!
- If you are inactive for 1 year your account will be archived. If you are inactive for 2 years you will need to repeat the orientation process





# Volunteer Process





# How do I find volunteer opportunities?

- Check out [www.edmonton.ca/volunteers](http://www.edmonton.ca/volunteers)
- Your MyVolunteerPage profile
- Facebook posts
- Monthly e-Newsletter



Once a month

Important Updates

UNSUBSCRIBE ANY TIME!

- 1) On volunteer profile
- 2) Link at bottom of newsletter

Direct links to sign up online



## July 2014 Volunteer Newsletter

Volunteer Services - Attractions and Recreation Centres

### Hello Volunteers!

Thanks to all our volunteers who signed up to receive this newsletter. We appreciate your interest in our upcoming volunteer opportunities. Our monthly e-newsletter includes upcoming volunteer positions you can sign up directly for using the links provided. Keep you connected to events and news happening in Volunteer Services and the Attractions and Recreation Centres and encourages our volunteers to become engaged in their communities through volunteer work. At any time if you would like to unsubscribe from this newsletter, please click the 'Self-unsubscribe' link at the bottom of the newsletter. No hard feelings! Your profile will remain the same and you will still receive personal emails regarding your volunteer efforts. If you have any questions about the new Anti-Spamming Law and our communications, please contact us!

Carole Preston, the Program Manager for Volunteer Services, has gone on maternity leave with her new baby boy! Jasmine Heald will be acting as the new Program Manager while Carole is on leave for the next year. Welcome to Volunteer Services team Jasmine!

We've had a very successful start to our summer volunteer programs. Our Step Up Summer Daycamp volunteer program and Junior Urban Farmer program are starting up this week and we have some amazing youth on our volunteer team. We look forward to an exciting summer with our youth volunteers.

From, the Volunteer Services Team

## Volunteer Opportunities

### Attractions Volunteer Opportunities

Thank you to all our wonderful Canada Day volunteers!

We had two very successful Canada Day events at the Muttart Conservatory and the Edmonton Valley Zoo. Thank you to all the amazing volunteers who came out to show their support for both our facilities and our country, we couldn't have done it without you! Thank you for all the time and effort you dedicated to assisting us on such a busy and hot day. We had 10 event volunteers, 11 parking volunteers and even volunteer mascots assist at the Edmonton Valley Zoo to ensure our \$198 visitors had a great Canada Day experience. At the Muttart, we had three volunteers work very hard to ensure our event was a success. Thank you!



**Christmas in Zoo-ly!**  
Did you know its winter in Australia right now? The



**International Tiger Day Celebration!**  
Join the Edmonton



**Pollinator Planting Worker Bee**  
The John Jorden Nature is the



### Fort Edmonton Park

Fort Edmonton Park has started recruitment for their spring/summer volunteer opportunities! Visit their [website](#) for more information.

**Behind the Scenes Mall volunteers**  
Help stuff mail the old fashioned way!

**Celtic Gathering (Highlands)**  
Celtic Hospitality, Celtic Children's Games and Concert Usher positions

**Heritage Gardener - Peony Party**  
Assist with watering, weeding and caring for the Fort's Peony Garden!

Position descriptions, schedules and requirements are posted on their [sign up page](#). For specific inquiries contact Laura at [780-496-8727](tel:780-496-8727).



### Community HEROs: Youth Leadership Course

This is a youth leadership program for youth 13-17 which teaches them the importance of Health, Empowerment, Responsibility and Opportunity. HEROs participants are required to complete three required and three elective interactive courses at any time throughout their two years in the program. Youth are also required to complete 120 hours of volunteer work through the City of Edmonton's Attractions and Recreation Centres and/or the L.I.T. Program.

For upcoming volunteer opportunities and courses visit the [Summer 2014 HEROs Newsletter!](#)

To learn more about the Community HEROs program [visit the website!](#)

## Fitness and Leisure Volunteer Opportunities



### A BIG Thank You!

**Celebration of Excellence**  
The City of Edmonton proudly welcomed 30 Olympic athletes from the Sochi Olympics to Terwilliger Community Recreation Centre for a Celebration of Excellence Olympic Fair on June 5, 2014. We had over 30 volunteers help with the event, which made it a great success. Both staff and the students who participated in the event said volunteers were welcoming and helpful, so thank you very much to those who were involved!

**National Health and Fitness Day (Saturday, June 7, 2014)**  
Thank you to the volunteers who went out with National Health and Fitness Day at Millwoods Recreation Centre and Londonderry Fitness & Leisure Centre.



### S.U.R.F. (Social Unique Recreational Fun) Summer 2014

S.U.R.F. (Social Unique Recreation Fun) summer camps for adults with disabilities are still recruiting! We are in need of two volunteers for the Super Summer Theme Camp, which runs from August 6th - 21st. Volunteer roles involve providing assistance to program leaders and encouragement to participants. All the participants in the program will be with community workers, making the volunteer role all about facilitating safe and fun experiences for participants, rather than acting as caregivers.

[Sign up here!](#)



### Summer SwimAbilities

SwimAbilities spring session recently wrapped up with a roaring success. A huge thank you to all of the volunteers who were involved! Summer session positions were posted, interviewed, and now have all been filled. Thank you to all who applied; we are excited about the amount of interest in the program!



# Position Description

Tells you the details of the volunteer position

- Purpose/goal of the position
- Responsibilities and duties
- Minimum Requirements
  - training, interviews, age, experience
- Time commitment and schedule
  - 20 hours/year minimum
- Supervisor information







# Demos

[www.edmonton.ca/volunteers](http://www.edmonton.ca/volunteers)  
[www.myvolunteerpage.com](http://www.myvolunteerpage.com)

Search Edmonton.ca

Popular Searches

Contact Us Visiting?

Activities, Parks & Recreation Attractions & Events Business & Economy Bylaws & Licences City Government Programs & Services Residential & Neighbourhoods Transportation

Home > Activities, Parks & Recreation > Volunteer

### Activities, Parks & Recreation

Activities, Courses & Programs  
City Arts Centre  
Community Recreation Centres, Leisure Centres & Pools  
Courts & Gymnasiums  
Indoor Arenas  
Municipal Golf Courses  
Parks & River Valley  
Picnic Sites  
Playgrounds  
Sports Fields

### Volunteer

FAQ  
Requirements  
Who to Contact: Edmonton Sports & Recreation  
Winter Chalets

## Attractions Volunteer Opportunities

Want to meet new people? Develop leadership, teamwork, and communication skills? Enhance your resume? Have fun? Volunteer for City of Edmonton events, programs and facilities. We offer orientation and training, flexible scheduling, and volunteer recognition.

### Volunteer Sign Up

You only need to create one **login and password** to volunteer for any attraction or recreation opportunity. Once you have completed your profile, if you meet the **minimum requirements** of the position, you will be contacted by the Volunteer Service Program Coordinator with an invitation to attend the next New Volunteer Orientation Session.

### Current Volunteers

**Already volunteering with us?**  
If you currently have a user name and password, login to modify and enter your hours and manage your account.

### Volunteer FAQ

**Frequently Asked Questions**  
Frequently asked questions about volunteering for a City of Edmonton Attraction.

### Conservation & Natural History

### Related Documents

- New Volunteer Orientation Summary Sheet
- Volunteer Orientation Presentation
- Community Facility Services Volunteer Orientation
- Volunteer Manual
- Community Facility Services Volunteer Manual

### Related Links

- inVOLved: Volunteer Resources Facebook page for Attractions & Recreation volunteers
- Central Lions Seniors Association
- North Edmonton Seniors Association
- Valley Zoo Development Society

## MyVolunteerPage.com Login

### Login

Username  Use names are not case sensitive.  
Password  Passwords are case sensitive.

[Forgot your password?](#)

### Privacy Policy

Information contained here is only visible to you and the specific organisation(s) you volunteer for. It will neither be disclosed to any other party nor used for any other purpose. [Click here to view the complete MyVolunteerPage.com privacy policy.](#)

### Search

Search for an organisation. Common search terms include city, town, county, or type of agency.

Keyword

MyVolunteerPage.com

Powered By BETTER IMPACT





# You've signed up for a position...now what?

- 1) If **approved**, you will be assigned to the position and sent a confirmation email.
- 2) About a **week prior** to the position start, you will receive an email with detailed information about the event and your volunteer position.
- 3) You **attend** your exciting volunteer shift!

*We will also let you know if you have **NOT** been assigned*

*→ If not approved, you will be asked to attend additional interviews and/or training*

*→ If position is full, we will suggest other opportunities*



# How do I cancel a shift?

There's two ways you can cancel a volunteer shift:



1) On your online profile, you can go under the “Assignments” tab and click the DECLINE button



2) In the email you received about your assignment, the supervisor of that program should have given you their contact information. Email or call them.

***You should always try contacting your direct supervisor, especially if it's within 48 hours or on a weekend.***



# Volunteer Screening



Some positions require extra screening such as

**Interviews, Previous Experience, Referrals etc**

# Police Information Check

## – Police Information Checks:



- Only for volunteers within City of Edmonton limits
- Others must complete it within their jurisdiction and will be reimbursed

## – Reference Letters/Forms:

- We need two reference letters from non-family members indicating you would be a good fit for the volunteer position.
- Can also use the “[Reference Form](#)” provided

# Orientation and Training



- New Volunteer Orientation
  - Officially completed today!
  - Basic level, generic training
- Training your first day
  - Site Orientation Checklist
- On-going training and development
  - New shifts and new tasks
  - Changes to positions
  - Re-freshers (if needed)





# Site Orientation

## **Emergency Procedures**

- ☐ Basics will be the same but details may be different for each location

## **Safety Resources**

- ☐ Location of Safety Board and Incident Forms
- ☐ Building Evacuation Plan – emergency exits
- ☐ Location of first aid kits and AED (if applicable)
- ☐ Orientation to personal protective equipment
- ☐ Location of Hazard Assessment and common hazards

## **Volunteer Resources**

- ☐ Volunteer room and hosting (if applicable)
- ☐ Where to leave personal items
- ☐ Where to sign in and out, volunteer identification
- ☐ Washrooms, water fountain, vending machines etc
- ☐ Front desk, how to contact staff or get help

**Community Facility Services  
Volunteer Safety Training – Site Orientation Checklist**

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**Emergency Procedures**

- ☐ Fire Emergency
  - ☐ First Aid Emergency
  - ☐ Personal Injury
  - ☐ Severe Weather
  - ☐ Lost Child / Parent
  - ☐ Power Failure
  - ☐ Radio Procedures and Codes ( if applicable)
  - ☐ Runway / Escaped Animals ( if applicable)
- Safety Resources**
- ☐ Location of Safety Board and Incident Forms
  - ☐ Building Evacuation Plan – emergency exits
  - ☐ Location of first aid kits and AED (if applicable)
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**Volunteer Resources**

- ☐ Volunteer room and hosting (if applicable)
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- ☐ Front desk, how to contact staff or get help

Volunteer (Please print)	Volunteer Services Staff or Representative (Please print)
Signature	Signature
Date	Date

*Forward the original to Volunteer Services at the Edmonton Valley Zoo*



# As part of your training...

- Code of Conduct
- Occupation Health and Safety
- Respectful Workplace
- Volunteer probation
- Enviso



got respect?

**Training**

Knowledge  
useful abilities.  
backbone of co  
for a tr



# Code of Conduct

The Code of Conduct explains the **expected rules of behaviours for all staff and volunteers**. It states values, provides guidance and recommends action so that all staff and volunteers know what is expected of them.

*So which one?*







# 7 points of the Code of Conduct

1. Appearance before Council
- 2. City Assets**
- 3. Disclosure of information**
4. Gifts and Gratuities
- 5. Personal Conduct**
6. Personal Gain or Benefit
7. Political Activity





# Code of Conduct: City Assets

- You may not borrow or utilize any City-owned material for personal use
- You are required to pay regular admission when visiting City facilities outside your volunteer hours
- You may not bring your family or friends to visit a facility for free





# Code of Conduct: Disclosure of Information

Keeping personal information of public, staff & volunteers confidential



Leaking information, photos or stories to the media or public

- includes social media
- especially important for the Zoo
- wait for communication team or check with staff





- 







# Occupational Health & Safety

## **Occupational Health and Safety Commitment:**

The health and safety of employees and others performing a service on behalf of the City of Edmonton is of primary importance in all aspects of our operations.



# Everyone shares the responsibility for health and safety





# OH&S Volunteer Responsibility

- Follow all health and safety procedures and protocols
- Identify and report workplace hazards
- Reporting emergencies and injuries to staff immediately.
- Sign in and out of **EVERY** shift
- Must refuse unsafe work
- Ask for clarification if unsure





# Hazard Quiz:

Which of the following things look like hazards?



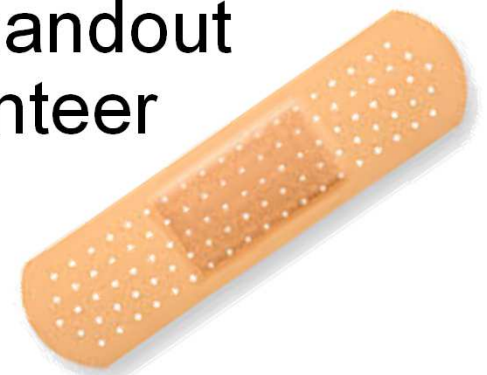




# OH&S

## If you're injured...

- **Report any injuries to staff**
- As a volunteer, you are covered by Workers Compensation Board
- You **MUST** fill out an incident report form if injured, within 24hrs of incident. **Must** have signed in and out for your shift.
- We have a waiver statement in your handout and online. You will initial on the Volunteer Agreement saying you understand.





# OH&S Emergencies

- Responding to facility emergency
  - Alert **ANY** staff
  - Following instructions of staff/incident commander ***IF comfortable***
  - Know the evacuation routes
  - Stay calm
  - Assist with the documenting of the incident (if witnessed)



# OH&S

## Types of Emergencies

- Fire
- Lost Child/Parent
- Severe Weather
- Drowning or Submersion
- Runaway/ Escaped Animals
- First Aid Emergency
  - ALL staff are trained in First Aid





# Respectful Workplace Policy

*The City of Edmonton is committed to creating and maintaining a vibrant, healthy, safe and caring environment for employees and volunteers.*

*The City of Edmonton promotes a work environment **free from discrimination and harassment**, one of which **everyone treats each other with respect and dignity.***



**Accept and Respect**  
**We are all different.**







# Enviso: The City of Edmonton's Commitment to the Environment

Environmental protection is everyone's responsibility. The City's Environmental Policy commits each of us to

- Continual Environmental Improvement
- Pollution Prevention
- Regulatory Compliance

**Help reduce, reuse, recycle and report**

Use a reusable lunch container

Bring a waterbottle



Don't idle your car

Take Transit



# Volunteer Performance Strategy

- We are available to provide performance feedback on volunteer positions if requested (including reference letters).
- We employ a **progressive discipline process** (verbal warning, written warning, disciplinary suspension, dismissal)
- Volunteer Services employs a standard, three-month probationary period for all Recreation Facility Services volunteer positions.



# Talk to a supervisor if...

- You feel unsafe
- Witness something concerning
- Are unclear of what your task is
- Would like performance feedback
- Don't feel valued and appreciated





- 
- Three women are smiling and posing for a photo. They are wearing dark blue polo shirts. The woman on the left is holding a yellow sign that says "Thank-you,". The woman in the middle is holding a yellow sign that says "Volunteers!". The woman on the right is also holding a yellow sign that says "Volunteers!". They are all smiling and looking at the camera.



**Enjoy the facility before/after each shift!**

**10 hour min = Invitation to the Annual  
Annual Appreciation Event**

**20 hours per quarter = Free pass to a facility**

**120 hours per year = Annual pass to facilities**





# Recognition Events!







# Thank You!

*'Volunteers are not paid – not because they are worthless, but because they are priceless.'*



# Questions?



Q&A

You have

Questions

We have

Answers

Maybe?



# In order to start volunteering...

- Volunteer Agreement (EVERYONE)
- Do Police Information check (16 yrs +)
- Hand in Reference Letters (13-15 yrs)





# Police Information Check Instructions

1. Fill out Consent for Third Party Notification Form
2. Fill out Police Check Form
  1. Agency Requesting Information: City of Edmonton
  2. Description of Position: \_\_\_\_\_  
*\*If you're not sure yet, just write Special Events Volunteer*
  1. Make sure to check off all “yes/no” boxes
  2. Sign Part 2 and Part 3 with full signature
3. Get a staff member to check ID & sign



# Reference Letter



Candidates Name:	Reference Name:
Candidates Phone Number:	Reference Phone Number:
Candidates Email:	Reference Email:

In what capacity and how long have you known this candidate?

Which volunteer program or position is the candidate applying for?

Do you feel the candidate has the capacity to successfully participate in this volunteer program/position?

Would you say the candidate is generally friendly and works well with others?

How would you describe the candidate's capacity to follow directions?

In your experience have you seen this candidate interacting with children? How would you describe these interactions?

Other feedback?