

# Partners in Parks

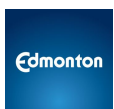


## 2018 Volunteer Manual

[edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks)

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## **Traditional Acknowledgement**

*We acknowledge that we are on Treaty 6 territory, and thank the diverse Indigenous peoples whose ancestors footsteps have marked this territory for centuries such as: Cree, Dene, Saulteaux, Nakota Sioux, Blackfoot, as well as the Métis and the Inuit. It is a welcoming place for all peoples who come from around the world to share Edmonton as a home. Together we call upon all of our collective honoured traditions and spirits to work in building a great city for today and future generations.*

## **Introduction**

### **Welcome Message from the Program Coordinator**

Welcome to the Partners in Parks Program! We are excited to have you join our team and want to thank you for the time and effort you're dedicating to support Edmonton's green spaces.

Our goal is to create a spirit of stewardship and civic pride within our communities. We want to create opportunities for Edmontonians to be involved in greening initiatives so they feel connected to their public green spaces and have a positive environmental impact. Our program strives to ensure our park spaces are vibrant, healthy places for generations to come. This program will also provide you with the opportunity to develop your gardening skills, knowledge and passion and share them with your community. Our volunteers contribute so much to our parks spaces, which wouldn't be the same without your support and dedication.

This Volunteer Manual is to be used as a guide and resource for you. We encourage you to read through it and familiarize yourself with it. We have tried to anticipate what information will be useful to Partners in Parks volunteers, however, if you have questions or concerns that are not addressed in the manual, please don't hesitate to contact the Volunteer Coordinator at 780-496-4820 or [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca).



Shannon Amos  
Partners in Parks Program Coordinator

## **2018 Annual Checklist Summary for Partners in Parks Volunteers**

### **Spring**

- ☐ Locate potential sites that are convenient and safe
- ☐ Check online at [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks) for registration form
- ☐ Describe site and desired activities in detail on registration form
- ☐ Wait for further communication from the Program Coordinator regarding the next steps
- ☐ Review the contents of this manual
- ☐ Sign Volunteer Agreement and return to the Program Coordinator (scan or photo OK)
- ☐ Ensure possession of volunteer lanyard and annual Volunteer Badge
- ☐ Attend Partners in Parks Welcome Event
- ☐ Retrieve Partners in Parks sign from personal storage and install onsite
- ☐ Request a new sign if necessary
- ☐ Attach annual sticker to Partners in Parks sign
- ☐ Follow site maintenance procedures as outlined in this manual, the Volunteer Agreement, and the City of Edmonton Code of Conduct

### **Summer**

- ☐ Continue to safely follow site maintenance
- ☐ Communicate with program staff as required
- ☐ Record Volunteer hours and report them each month
- ☐ Have fun!

### **Fall**

- ☐ Prepare site for winter months
- ☐ Leave the leaves and organic debris to encourage habitat for beneficial insects and to add nutrients to the site
- ☐ Remove and store Partners in Parks sign

## **Changes Since Last Year**

- Easier online hours reporting via form on website
- Volunteer identification (lanyards & nametags)
- Partners in Parks Welcome Event
- Partners with Capital City Clean Up
- Volunteer Agreement Form instead of Memorandum of Understanding (MOU)
- Creation of a Volunteer Manual

## **Roles and Responsibilities of Volunteers**

### **Position Description**

<b>Position Title</b>	Partners in Parks Volunteer (Partner)
<b>Position Location</b>	Public green spaces throughout Edmonton such as parks, horticultural beds, multi-use trails, cul-de-sac islands, and natural areas.
<b>Purpose/Goals of the Program</b>	The Partners in Parks Program utilizes the talents, skills and energy of community volunteers to develop, maintain and beautify Edmonton's green spaces and ensure they are preserved as vibrant, healthy places for all Edmontonians to enjoy.
<b>Purpose/Goals of Position</b>	<ul style="list-style-type: none"><li>• Enhance and preserve local parks and green spaces</li><li>• Support operational teams maintain a high standard of care</li><li>• Bring beauty to neighbourhoods</li><li>• Boost pride in our communities</li><li>• Provide citizens with an opportunity to garden on public land</li><li>• Have a positive environmental impact</li></ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Ensure the site is weed-free and litter-free (mandatory)</li><li>• Enhance site by planting annuals or perennials, mulching, and watering (optional)</li><li>• Have a Partners in Parks sign visible at volunteer site</li><li>• Receive approval from Parks &amp; Roads Services before commencing any site improvement projects beyond basic activities<sup>1</sup></li><li>• Redirect park user concerns, complaints, and questions to the appropriate City staff by encouraging the use of 3-1-1</li><li>• Be a model of responsible use of public space</li><li>• Take note of and report park maintenance concerns to Program Coordinator and/or 3-1-1</li><li>• Be respectful and courteous when interacting with the public or City staff</li><li>• Follow the City of Edmonton Code of Conduct, Occupational Health and Safety Program<sup>2</sup>, volunteer procedures and policies as stated in this manual</li></ul>

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<sup>1</sup> See Special Projects Operational Procedures section

<sup>2</sup> See Occupational Health and Safety section

- Report hours using the online form, found on the website, or by email
- Communicate effectively with the program staff

**Training & Supervision** Accepted applicants will receive training including detailed instruction on volunteer duties and expectations, volunteer policies and procedures, safety practices and emergency procedures. Volunteers are typically not directly supervised during their shift and may work alone, in partners, or in groups. Volunteers report to, and are supported by, the Partners in Parks Coordinator(s), who are City of Edmonton employees.

- Requirements**
- Be 18 years of age or older, or be supervised by an adult
  - Basic gardening knowledge
  - Respectful, friendly, and courteous to others at all times
  - Comfortable working alone
  - Willing to finance materials required for site improvement, if desired
  - Understand that the program does not replace the work of operational staff

- Health & Safety**
- Hazard assessments and controls<sup>3</sup> are shared with volunteers
  - Emergency procedural & contact information are provided
  - All volunteers must wear volunteer identification while volunteering

- Benefits**
- Enhancing and improve local parks
  - Getting involved with community
  - Gaining volunteer experience
  - Gaining gardening skills and experience
  - Participating in outdoor recreation and improving health
  - Connecting with City's Operational Teams
  - Being involved in the Partner in Park Recognition Plan
  - Having fun!

**Time Commitment** Recommended minimum of 10 hours/season.

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<sup>3</sup> See Occupational Health and Safety section

**Length of Appointment** Annual commitment, from date Volunteer Agreement is submitted until September 30th of that same year.

## **Representing the City of Edmonton**

Partners in Parks Volunteers represent the City of Edmonton. They are expected to adhere to:

### **The [Code of Conduct](#)<sup>4</sup>:**

- Be respectful and kind to other public space users
- Represent the City in a positive way
- Respect City assets including operational staff time
- Disengage from any and all conflict, and report to Program Coordinator

### ***City Parkland Bylaw 2202:***

While on Parkland, no person without permission shall:

- 6(b) build a structure, whether permanent or temporary
- 8(c) move, remove, cut or damage any tree, shrub, flower, other
- 9(c) leave garbage, litter or other refuse except in a receptacle provided by the City for this purpose
- 9(e) deposit chemicals or pesticides

### ***Unauthorized Use of Parkland Bylaw 12308:***

Examples include, but are not limited to:

- 2(h)(ii) landscaping, gardens and irrigation or electrical systems
- 2(h)(v) digging, cutting, excavating or filling

### **Other:**

- Wear City of Edmonton volunteer identification while volunteering on site
- Be respectful and kind to other public space users
- Please direct media to contact the Program Coordinator and refuse interviews<sup>5</sup>

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<sup>4</sup> See Required Reading section

<sup>5</sup> See Program Communications section



## **Roles and Responsibilities of Program Staff**

### **Program Coordinator**

The Program Coordinator (Community Greening Coordinator) coordinates the City-wide Partners In Parks program year-round. The Program Coordinator's role is to administer and oversee all aspects of the Partners in Parks program. Specific responsibilities include:

- Complying with volunteer management practices as described in the City of Edmonton's [Volunteerism Policy C504](#)<sup>6</sup> and Partners in Parks Volunteer Policies and Procedures<sup>7</sup>
- Ensuring adequate volunteer training of the City of Edmonton's [Code of Conduct](#), Occupational Health and Safety Program and volunteer Policies and Procedures
- Liaising between Partners in Parks volunteers and City of Edmonton staff
- Encouraging citizens and registered participants to be actively involved in the program
- Communicating effectively with Partners in Parks volunteers including information on site details, upcoming projects, volunteer performance issues etc
- Ensuring volunteers feel their work is valued and appreciated

### **Greening Program Assistant**

The Greening Program Assistant seasonally supports the Program Coordinator with program administration, program registration, volunteer management and training, program promotion, and other program elements. This staff member communicates most frequently with the Partners in Parks volunteers. They will manage all aspects of volunteer registration including working with applicants and operational crews to identify appropriate site locations, conducting site visits with volunteers, collecting Volunteer Agreement forms, gathering and organizing program metrics, and implementing the volunteer recognition plan.



### **Parks and Roads Services Operational Staff**

All operational staff reserve the right to complete their assigned work tasks at a volunteer site.

Volunteers are responsible to understand that the program does not replace the work of operational staff. Instead, the program is designed to allow citizens the opportunity to enhance public spaces beyond City standards, for their own enjoyment and for the enjoyment of their community.

Parks and Roads Services operational staff work closely with the Partners in Parks Program. The Program staff (Program Coordinator and Assistant) act as the primary contact for partners who will direct and liaise all concerns and inquiries to appropriate operational staff in a timely manner. This includes staff from our Horticulture Team, Turf & Snow Team, Forestry

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<sup>6</sup> See Additional Resources section

<sup>7</sup> See Volunteer Policy and Procedures section



Operations, Urban Forestry, River Valley Operations and Integrated Pest Management. These staff are responsible for:

- Maintaining the Partners in Parks sites according to City of Edmonton standards
- Communicating any concerns with Partners in Parks sites to the Program Coordinator who will liaison with the volunteers
- Following all Occupational Health and Safety standards and Standard Operating Procedures set out by the City of Edmonton
- Assisting the Program Coordinator with resolving any requests or issues identified by Partners in Parks volunteers

## **Other City Staff**

Other City of Edmonton staff may be involved in any aspect of the Partners in Parks Program from program development, program promotion, volunteer training and program implementation. The Program Coordinator will connect volunteers to relevant City departments and programs as necessary.

## **Program Partners**

Partners in Parks is excited to team up with [Capital City Clean Up](#), a volunteer program dedicated to litter and graffiti reduction within City limits. For 2018, the Edmonton Horticultural Society provided discounts on memberships and the Telus World of Science provided free admission passes.

The volunteer recognition program each season is dependent on partnering with our valued donors and sponsors, and is subject to change.

## **Volunteer Policies and Procedures**

### **Annual Volunteer Registration**

Volunteers are expected to register annually between March 15 and June 30 using the online form found at [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks), or by contacting us directly via email, [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca), or phone, 780-496-4820. Failure to register by June 30 of each season will result in automatic withdrawal from the program.



Registrations will be accepted after June 30, with the understanding that the partner will not be participating in the recognition program at the end of the season. After June 30, a Partners in Parks sign, training, and site visit is dependent on availability of staff time and resources.

## Registering as a Group

Partners in Parks is proud to host volunteers working together in larger areas, for beautification or naturalization. Stewardship groups may register together given that all names of participants, and their emails, are listed in the registration form.

If a volunteer is currently registered as an individual or household, but is interested in starting a stewardship group, please contact the Program Coordinator for more information.

## Volunteer Identification

Partners in Parks volunteers must wear their name badges and green lanyard as identification when performing their volunteer duties. When wearing their name badge, volunteers are required to act as a City of Edmonton representative<sup>8</sup>. If a name badge is lost, volunteers may request a replacement from the Program Coordinator. Volunteers will be asked to return volunteer badges upon resignation from the program.

## Remote Supervision

It is the volunteer's duty to read, understand and all follow the safety procedures in this manual<sup>9</sup>. Please use caution and discretion at all times on site.

Volunteers must be self-reliant, and take the initiative to make sure they understand their volunteer assignment, and the details of their placement. If volunteers have questions or concerns about an unsupervised volunteer placement, they should contact the Program Coordinator immediately.

Program staff are available Monday through Friday from 8:30 am to 4 pm, excluding holidays, via email or phone if the Partner requires assistance.

As a method of managing our many partners, staff will conduct random site visits with or without notice to the partner as a means of ensuring compliance with the Volunteer Agreement.



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<sup>8</sup> See the Representing the City section

<sup>9</sup> See the Occupational Health and Safety Guidelines section

## Reporting Volunteer Hours

Partners in Parks are expected to report hours using the online form on the website, [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks), or by contacting us directly via email [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca), or phone 780-496-4820.

Submitting volunteer hours is required for a number of reasons:

1. Potential coverage for the Partner if they are injured while volunteering on public property
2. To be qualified for volunteer recognition
3. Continuation and future improvements of the program using acquired data

Reporting hours continued:

- Hours may be logged per shift, per week, or per month
- Hours may be logged via [online form](#) (website), email, or phone
- Travel time to and from the site are not accepted as volunteer hours
- Please round to the nearest quarter hour (Example: volunteered from 3 pm to 4:38 pm is reported as 1.75 hours)

## Program Communications

### Contact Information

Website [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks)  
Email [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca)  
Social media [@YegParks](#)  
Phone 780-496-4820

Mail Community Greening Coordinator  
Glengarry Community Services Building  
13315-89 Street NW  
Edmonton, AB T5E 3K3

Program staff must be notified of any contact information changes. Email will be the most used form of communication. If access to the internet is limited contact the Program Coordinator to arrange alternative methods of communication.

Expected email communications from program staff include individual inquiries, program updates, reminders (to register, or record hours), relevant events, plant giveaways, program surveys and/or supporting resources.

### Media

Volunteers are not authorized to represent the City of Edmonton during a media interview<sup>10</sup>. If volunteers are approached by media, please direct them to the Program Coordinator.

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<sup>10</sup> See Representing the City section

## Freedom of Information and Privacy

Personal information will be kept confidential and only used for the purposes of the Partners in Parks program. Registration into the program, and any documentation requesting personal information, requires acceptance of the following Freedom of Information and Protection of Privacy (FOIP) statement.

Your name, address, phone number and email are collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and is used for the administration of the Partners in Parks Program. This information may be disclosed to City Operations staff for purposes of responding to complaints, requests and inquiries relating to the Partners in Parks Program. Your personal information will be protected in accordance with the privacy provisions of the FOIP Act. If you have any questions about the collection or use of your personal information, please contact the Community Greening Coordinator at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca), 780-496-4820 or 13315 89 Street NW, Edmonton, AB, T5E 3H2.

## Volunteering with Non-Registered Family and Friends

We encourage community participation when it is safe to do so. Any participants wishing to register who are under 18 years of age must have a legal guardian sign the Volunteer Agreement form and be accompanied by an adult while volunteering. Friends and family are also expected to follow the Volunteer Agreement and the contents of this manual, under the supervision of the volunteer. Friends and family who are not registered in the Partners in Parks program by June 30 of each year are not eligible for the recognition program.

## Volunteer Recognition

The City of Edmonton loves to recognize its dedicated volunteers whenever possible. Recognition is based on donor and sponsorship partnerships and may vary each season. The program staff do their best to engage with volunteers for the purpose of understanding how they feel most appreciated and program staff do their best to accommodate this.



As the season progresses, Program Coordinators will send email updates to inform volunteers of their recognition options. This year, options presented to individuals may be based on the number of volunteer hours logged.

If volunteers are aware of potentially interested donors or sponsors, please direct them to the Program Coordinator to learn more about how they can help support this great program.

## Discipline and Dismissal Process

City volunteers face similar disciplinary action as City employees in circumstances where volunteer behaviour is harmful to the reputation or activities of the City of Edmonton, or a threat

to the safety of others. Disciplinary action will be handled as soon as possible by the appropriate City staff. Volunteers will be given feedback regarding behaviour that is deemed inappropriate, as well as and suggested corrective action.

When deemed necessary, the following disciplinary procedure will be followed\*:

1. Verbal warning
2. Written warning
3. Suspension
4. Termination

\*In extreme cases, termination may be immediate, at the discretion of the Program Coordinator.

Potential grounds for dismissal include breach of trust, theft, and any behaviour that contravenes the Partners in Parks Volunteer Manual, or Volunteer Agreement.

## **Resignation Process**

Partners are expected to inform program staff of changes in status with the Partners in Parks Program. This includes extended absences from the program or resignation. Resignation from the program should be submitted in writing (email) to the Program Coordinator. An exit interview may be requested, to ensure any concerns or issues can be addressed appropriately and to retrieve the Partners in Parks sign and volunteer badge.

## **Volunteer Operational Procedures**

All volunteer procedures are expected to be at the expense of the volunteer. The Partners in Parks program cannot guarantee materials of any kind to any partner or site including plants, mulch, soil, water, etc.

To request a site visit please contact the Program Coordinator.

## **General Activities**

### **Weed Removal (Mandatory)**

Volunteers are not licensed or authorized to apply chemicals of any kind to public land. Weeds in horticultural beds must be removed manually while volunteers with turf sites may mow over or manually remove weeds, at their discretion

In accordance with the [Alberta Weed Control Act](#), the City of Edmonton does not tolerate noxious weeds. Volunteers are expected to identify, remove and destroy noxious weeds found on-site. Weeds should be bagged and can be included in regular curbside waste removal.

Resources for the identification of weeds can be found at [edmonton.ca/weeds](http://edmonton.ca/weeds). Contact the Program Coordinator for more information.

### **Litter Removal (Mandatory)**

Partners in Parks is a partner with [Capital City Clean Up](#). Volunteers who registered with Capital City Clean Up during the application process will be supplied with a litter clean up kit which includes gloves, bags and litter grabbers.

Volunteers who do not register with Capital City Clean Up are equally expected to remove litter on site and provide their own materials.

If volunteers find needles or other dangerous items on site, they are expected to consult the safety procedures<sup>11</sup> in this manual and call 311.

### **Waste Removal**

Partners are welcome to use public garbage receptacles near their site being mindful of ensuring access for other users. If there is an abundance of garbage bags, please use residential curbside pick up, or contact the Program Coordinator *in advance* to help coordinate options.

The City of Edmonton and the Partners in Parks program do not support the removal of leaves or grass clippings.

### **Enhanced Activities**

#### **Planting Annuals/ Perennials/Shrubs**

Partners are welcome to responsibly plant annuals, perennials, and/or shrubs on site. Please send Program Staff a description of what you intend to plant so it can be communicated to our Horticulture team. It is the volunteer's responsibility to use due diligence in ensuring plants are not a [Alberta Regulated weed](#).



Shrubs will need to be approved by the City of Edmonton prior to planting to determine if the site is appropriate and add the shrub to the City's pruning schedule. Pruning of any trees or shrubs on public property is not supported at this time.

Any ground disturbance to the site requires an Alberta One Call<sup>12</sup>. It is the responsibility of the volunteer to provide the [Alberta One Call](#) Service (1-800-242-3447) *two weeks notice* prior to planting to allow enough time for approvals. This service is provided free of charge. If the

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<sup>11</sup> See Garbage and Sharps section

<sup>12</sup> See Alberta One Call section



partner requires assistance in this matter, they are expected to contact the Program Coordinator.

The program is not able to support planting edible shrubs at this time due to Integrated Pest Management practices, however, volunteers who are interested in this activity may express their interest to the Program Coordinator for case-by-case assessment.

For a list of accepted native flowers volunteers may consult the Edmonton Horticultural Society or the Edmonton Native Plant Group for more information<sup>13</sup>. Plant material purchased and planted by volunteers to enhance a City owned public space, is automatically considered a City asset.

### **Planting Trees**

Volunteers interested in planting trees should express their interest to the Program Coordinator to be connected to other City programs. Depending on the situation and purpose, these options may include:

1. Volunteering with the [Root for Trees](#)<sup>14</sup> program
2. Connecting with the Request to Plant program<sup>15</sup> (coming soon)
3. Connecting with the [Commemorative Planting](#)<sup>16</sup> program

### **Soil Amendment**

Chemical amendments to soil are not supported on City of Edmonton property. If volunteers wish to amend soil on their site, they are required to source compost without noxious weeds or litter. Any mulch removed from the bed must be replaced when a volunteer leaves the program.

### **Mulching**

Volunteers are welcome to use leaves found on public property to mulch beds. They may also source natural mulch at their own expense. Limited quantities of mulch are available through the City of Edmonton's [Free Mulch Program](#).

Please feel free to arrange to pick up mulch independently. In some cases, the Program staff may be contacted to request mulch from the City of Edmonton, with the understanding that the program and City crews cannot guarantee to supply and/or deliver mulch to any site at any time.

Practice proper mulching technique<sup>17</sup> on site:

- Do not use chemically treated mulch
- Mulch should not touch tree trunks

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<sup>13</sup> See Additional Resources section

<sup>14</sup> See Additional Resources section

<sup>15</sup> See Additional Resources section

<sup>16</sup> See Additional Resources section

<sup>17</sup> See Additional Resources section

- Create donuts of mulch around plants, not volcanos up plants
- Keep mulch angled from the bed's edge to keep turf crews safe from debris

## Watering

If a Partner wishes to water their site, it is their responsibility to provide water.

## Mowing

Partners who mow turf should follow the safety guidelines found in the Occupational Health and Safety Guidelines section of this program manual. Please ensure all garbage is removed from the area prior to using the mower.



## Special Projects

The Partners in Parks program loves how creative our volunteers are so we're working on developing a process to support unique projects. If volunteers have an idea for a special project, please contact program staff to help with feasibility and following proper procedures. Examples of special projects may include:

- Bee houses
- Naturalization activities
- Interpretive signs

## Prohibited Activities

Prohibited activities in the Partners in Parks program include, but are not limited to:

1. Use of herbicides, pesticides, or non organic fertilizers
2. Pruning City assets
3. Raking leaves for disposal
4. Edible planting without approval from program staff
5. Handling needles found on site. Please Call 3-1-1 for trained removal of contaminated material.
6. Disrespecting city assets and park amenities
7. Making major modifications to parkland without approval
8. Engaging in conflict with other park users or staff working on site.
9. Disrespectful comments or actions to City staff or citizens

## Reporting an Issue

City of Edmonton employees do their best to ensure citizens are heard and issues are mediated. Volunteers are encouraged to report any issues, including details, to the Program Coordinator. The Program Coordinator will do their best to address the situation in a timely manner.

## **Occupational Health and Safety Guidelines**

The safety of Partners in Parks volunteers is of utmost importance. Being able to recognize and prevent unsafe situations is an important role as an unsupervised volunteer on public property. The following recommendations are designed to ensure volunteers have a safe and enjoyable experience. Best judgement and discretion must be exercised at all times.



Questions or concerns related to safety, can be discussed with the Program Coordinator at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca) or call 3-1-1.

### **General Safety**

We recommend volunteers:

- Only volunteer during daylight hours
- Inform a friend or family how long they're expected to be on-site
- Carry a cell phone, especially if alone
- Dress in protective bright clothing, long pants and sleeves, and in sturdy closed-toe shoes, work/garden gloves, and non disruptive hat
- Always wash their hands after picking up litter
- Always be aware of their surroundings and allow a safe distance between themselves and other park users, maintenance crews and nearby pedestrians
- Follow the contents of the Volunteer Manual and Volunteer Agreement
- Refuse unsafe work and ask for training or help if feeling unsafe or hesitant

### **Incident Contact Information**

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#### **Emergency Situations 9-1-1**

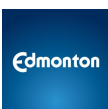
When it is safe to do so, volunteers must **immediately call 9-1-1**. An Operator will direct the call to Police, Fire or Ambulance.

A report must be started within 24 hours of the incident, affected partners (or kin) must contact the Program Coordinator immediately after 9-1-1, if the Program Coordinator cannot be reached, please contact the City of Edmonton's 24 hour Occupational Health and Safety Emergency Contact Line at 780-496-6666.

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#### **Non-Emergent Situations 3-7-7**

When it is safe to do so, call the Edmonton Police Service 780-423-4567 or 3-7-7, Crime Stoppers 1-800-222-8477.



Volunteers are expected to report all Emergency or non-emergency situations to the Program Coordinator as soon as possible. This includes but is not limited to:

- Injury of partner or citizen
- Witnessed vandalism to site
- Any situation where volunteer does not feel safe

### **Injury**

If the partner is injured or has an emergency, immediately contact the Community Greening Coordinator at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca) or 780-496-4820 or 780-289-0474. An Incident Report Form may need to be completed within 24 hours of the incident.

If a visit to a clinic or medicentre for an injury incurred while volunteering as a Partners in Parks volunteer, inform the clinic the injury is work related as this may help in the WCB process.

### **Workers Compensation Board**

Volunteers may be covered through the City's Workers Compensation Board provided they have:

1. Registered for the Partners in Parks Program;
2. Followed all Safety Guidelines and Occupational Health and Safety Standards;
3. Signed the Partners in Parks Volunteer Agreement;
4. Can verify they injured themselves during their volunteer shift; and
5. Filled out the Incident Report Form within 24 hours of incident

### **Near Misses**

The City of Edmonton closely documents all near misses in order to implement measures to prevent potential future occurrences. Near misses refer to any situation that 'could have' been worse. This includes but is not limited to:

- Finding needles
- Tripping over equipment

Please contact the Program Coordinator with any near misses at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca) or 780-496-4820.

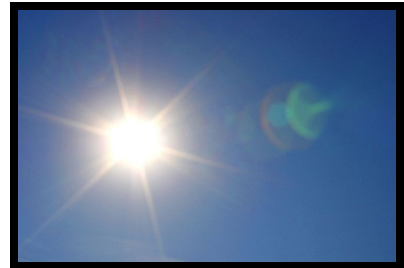
## **Common Hazards and Controls**

### **Animals and Wildlife**

A variety of wildlife and insects can be found in natural areas and parks. Volunteers should avoid interaction with wildlife and call 3-1-1 if they notice anything dangerous such as an injured animal or aggressive coyote. Aggressive dogs may also be present in park spaces. Volunteers should not approach or touch dog without owner permission. Lost or wandering pets should be reported to 3-1-1.

### **Environmental Conditions (Sun Exposure, Severe Weather, Insect Bites)**

Volunteers should be aware of environmental conditions. Avoid heat stress by drinking plenty of water, taking frequent breaks and wearing light/breathable clothing. Wear protective clothing and use sunscreen and insect repellent as required. Bring a cell phone and epi-pen if allergic to insects. Be aware of symptoms of heat stress and allergic reactions.



Severe inclement weather includes strong winds, tornadoes, hail, heavy rain, lightning, snowstorms. Volunteers should be aware of any weather watches or warnings issued and be alert for developing signs of severe weather. Be familiar with emergency response plans for severe weather and leave the area to take shelter immediately.

### **Garbage and Sharps**

Natural and maintained park areas can contain a variety of waste materials. Volunteers should handle all waste with care and not sweep, compress garbage or reach into containers with hands or feet to avoid any sharp objects from puncturing their skin. Mechanical garbage pickers are available in Capital City Clean Up kits from Program Staff.

When handling bagged waste, volunteers should hold the bag away from their body and legs to minimize the risk of injury from hard objects. Volunteers should ensure bags are an appropriate weight and never carry bags of waste over their shoulder.

Volunteers should not pick up needles/syringes, glass, chemicals or sharp, heavy or oversized objects. Call 3-1-1 to report the location so that the item(s) may be collected by City staff. Visit [edmonton.ca/needles](http://edmonton.ca/needles) for more information on safe needle disposal.

### **Garden Tools (rakes, shovels, trowels, etc.)**

Volunteers should always walk with tool ends pointing downwards, never run with a tool and refrain from dragging tools along the ground. When tools are not in use volunteers should ensure they are visible and do not pose a tripping hazard. Make sure to clean up tools after



work has been completed. Always use tools properly, according to product guidelines and intended purposes.

### **Homeless Camps**

Do not approach homeless encampments. Please call 3-1-1 to report the location for clean up. Call 2-1-1, 24/7 Crisis Diversion, for non-emergency support for someone in distress (intoxicated, mental health crisis, in need of shelter).

### **Interpersonal Conflict**

Partner in Parks volunteers should not confront, criticize, or correct other park users; our program does not enforce bylaws. Avoid all verbal altercations and disengage from any and all conflict. Volunteers are not expected to deal with abusive, argumentative or aggressive park users. Volunteers are encouraged to direct the upset citizen to contact 3-1-1 to express their concerns and remove themselves from the situation. If the situation warrants, call 3-1-1 and ask to be connected to a Park Ranger to report what is occurring in the park. Volunteers should 9-1-1 if they feel their safety is at risk.

### **Open Water**

If working near bodies of water or drainage outflows, stay clear of slopes and grassy areas near the water to avoid slipping. Do not wade into water to retrieve waste items. Be aware of high water levels and stay off thin ice.



### **Park Terrain**

It is important to walk slowly and side step on slopes to avoid falls. Foot placement is important in natural areas and parks to avoid uneven terrain, animal burrows, tree roots, slippery surfaces etc. If volunteers notice any City maintained pathways that pose a hazard contact 3-1-1.

### **Planting and Digging**

Be mindful that buried utilities may be at or near the work site. If volunteers are going to dig, they will be required to submit a locate request to Alberta One Call<sup>18</sup>, and inform the Program Coordinator when digging 20 cm or deeper. More information can be found in the 'Planting' section of this Manual.

### **Strains and Sprains**

Many gardening activities can cause muscle strain and back pain. Volunteers should be aware of their body and stretch and take breaks as needed. Please ask for assistance for oversized or heavy items.

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<sup>18</sup> See Alberta One-Call section

## **Tall Grasses, Shrubs and Trees**

Plant material can potentially camouflage hazards, so take extra caution when moving around the site. Vegetation can be a tripping hazard so be mindful when walking off trail. Branches and poisonous plant material can cause injury to eyes and skin so be aware of surroundings and wear protective eyewear and long sleeves when working in vegetation.

## **Turf - Mowing and/or Machine Trimming**

Read the owner's manual before operating any piece of equipment and ensure all shields and guards are in place and secured. If necessary, remove any debris (waste, loose or aggregate materials) from the site to avoid flying debris. Volunteers should be aware of their surroundings and ensure other park users are 15 m away from their work area. Avoid contact of machine trimmers with fixed objects, for example girdling trees, sign posts, and fencing. Volunteers should always wear closed toed shoes when operating mowing equipment.

## **Vandalism and Graffiti**

Report vandalism to 3-1-1.

## **Alberta One-Call**

Phone Request 1-800-242-3447

Online Request <http://albertaonecall.com/submit-a-locate-request/>

According to their website (albertaonecall.com) failure to contact Alberta On-Call may result in "damage to buried utilities [which] can lead to fatalities, personal injuries, environmental contamination, lawsuits, repairs, product losses, disruptions of essential services and evacuations".

Part of the volunteer role with Partners in Parks includes calling Alberta On-Call 2 weeks *in advance* of digging activities below 10". If the volunteer would prefer program staff phone for them, they must notify the program staff a minimum of 3 weeks prior to digging activity.

## **Volunteer Agreement Form**

The following is an agreement by you, the Partners in Parks Volunteer, and the Parks & Road Services Branch of the City of Edmonton. Please initial beside the statements you agree to.

### **As a Partners in Parks Volunteer:**

1. \_\_\_\_\_ I will follow the roles and responsibilities of a Partners in Parks Volunteer as outlined in the Partners in Parks Volunteer Manual
2. \_\_\_\_\_ I will volunteer for the minimum volunteer commitment of 10 hours per year, for a minimum of one year
3. \_\_\_\_\_ I have read the Partners in Parks Volunteer Manual and agree to abide by all volunteer policies and operational procedures described in the manual
4. \_\_\_\_\_ I will follow the City of Edmonton's Occupational Health and Safety training as indicated in the Volunteer Manual and immediately report any concerns, incidents and/or accidents to my Supervisor.
5. \_\_\_\_\_ I will accurately record my volunteer hours online so I can be involved in the Partners in Parks volunteer recognition plan
6. \_\_\_\_\_ I will report any injury or incidences immediately as per Volunteer Manual to be eligible for Workers Compensation.
7. \_\_\_\_\_ I will behave in accordance to the City of Edmonton Code of Conduct
8. \_\_\_\_\_ I will be respectful to all members of staff and general public at all times.
9. \_\_\_\_\_ I am aware that I am responsible for providing water and all gardening materials (garbage bags, mulch, compost, plant material) at my own cost.
10. \_\_\_\_\_ I am aware that I must get prior approval from the City of Edmonton for *any* changes to the site, and for the addition or any expansion of permanent plantings, fixtures, or improvements (i.e. trees, bee hotels, bed expansion, etc.) that are proposed for the site.
11. \_\_\_\_\_ I agree to any site specific conditions identified by the City of Edmonton below.

### **As the Parks and Road Services Branch:**

1. We will provide appropriate information, training and support to you as a Volunteer
2. We will respect the skills, dignity, and individual needs of the Volunteer, and adjust to accommodate individual requirements whenever possible.



3. We will be receptive to feedback from you as Volunteer regarding ways in which we might improve our services and programs and mutually accomplish our respective tasks.
4. We will maintain our commitment to the health and safety of all volunteers, staff and patrons and conduct ourselves accordingly.

### **Acknowledgement of Risk**

I understand and agree to abide by the terms and conditions of my volunteer work with the City of Edmonton Parks and Road Services Branch including all policies and procedures in the Partners in Parks Volunteer Manual, Occupational Health and Safety Program and Code of Conduct.

I understand that there is an inherent risk of injury which may occur during the course of my volunteer activities with the City of Edmonton Partners in Parks Program.

I am also aware and understand that while volunteering for the City of Edmonton Partners in Parks Program I may be covered by the Workers Compensation Board in the event of being injured during the course of these activities and that I may receive benefits as defined by the Workers Compensation Act.

I agree to waive any and all claims that I have, or may have in the future, or that my child(ren) has/have, or may have in the future, against the City, its employees, volunteers, agents or contractors as a result of any injury, illness, death, loss, expense or damage where that claim arises out of, or is in any way connected, with the City's provision of the Program; our application to, or participation in, the Program; and our handling, transport, collection or disposal of any waste materials. This includes any claims of negligence, breach of contract or breach of any statutory or other duty of care. This waiver shall be effective and binding upon our heirs, next of kin, executors, administrators and assigns, in the event that any of us should die.

I hereby assume responsibility for family or group members assisting with the performance of services as required herein and warrant that all persons under 18 years of age who are assisting with such services are doing so with the expressed consent of their parent/guardian.

I have read this agreement prior to signing it and I understand its effect. I am aware that by signing this agreement I am waiving certain legal rights that I or my child(ren), and our heirs, next of kin, executors, administrators and assigns may otherwise have had against the City.

Volunteer (Please print)	Partners in Parks Program Coordinator (Please print )
Signature	Signature
Date	Date

## **Additional Resources**

Code of Conduct:

[https://www.edmonton.ca/city\\_government/documents/PDF/code\\_of\\_conduct\\_F\\_web.pdf](https://www.edmonton.ca/city_government/documents/PDF/code_of_conduct_F_web.pdf)

Parkland Bylaw 2202: <https://www.edmonton.ca/documents/PDF/C2202.pdf>

Unauthorized Use of Parkland Bylaw 12308:

<https://www.edmonton.ca/documents/PDF/12308.pdf>

Volunteerism Policy C504:

[https://www.edmonton.ca/city\\_government/documents/PoliciesDirectives/C504.pdf](https://www.edmonton.ca/city_government/documents/PoliciesDirectives/C504.pdf)

## **Planting**

Edmonton Horticultural Society: [www.edmontonhort.com](http://www.edmontonhort.com)

Edmonton Native Plant Group: [www.edmontonnativeplantgroup.org](http://www.edmontonnativeplantgroup.org)

Root for Trees: [www.edmonton.ca/rootfortree](http://www.edmonton.ca/rootfortree)

Gardening for Pollinators: <http://cwf-fcf.org/assets/pdf/en/wag/polle.pdf>

## **Site Maintenance**

Invasive Weed Identification:

[https://www.edmonton.ca/documents/PDF/Weed\\_Identification\\_Book.pdf](https://www.edmonton.ca/documents/PDF/Weed_Identification_Book.pdf)

Compost Sales:

[www.edmonton.ca/programs\\_services/landscaping\\_gardening/compost-and-topsoil-sales.aspx](http://www.edmonton.ca/programs_services/landscaping_gardening/compost-and-topsoil-sales.aspx)

Mulch:

[www.edmonton.ca/residential\\_neighbourhoods/gardens\\_lawns\\_trees/free-mulch-program.aspx](http://www.edmonton.ca/residential_neighbourhoods/gardens_lawns_trees/free-mulch-program.aspx)