



MAPLE RIDGE
PARKS, RECREATION
& CULTURE

VOLUNTEER HANDBOOK

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WELCOME

"VOLUNTEERING IS THE MOST FUNDAMENTAL ACT OF CITIZENSHIP AND PHILANTHROPY IN OUR SOCIETY.

It is offering time, energy and skills of one's own free will.
It is an extension of being a good neighbour,
transforming a collection of houses into a community,
as people become involved in the improvement
of their surroundings and choose to help others.

By caring and contributing to change,
volunteers decrease suffering and disparity,
while they gain skills, self-esteem, and change their lives.

People work to improve the lives of their neighbours and,
in return, enhance their own."

(Volunteer Ontario, 1996)



WELCOME

CREATING OPPORTUNITIES FOR COMMUNITY PRIDE, PERSONAL ENJOYMENT AND HEALTHY LIFESTYLES.

Welcome to the Maple Ridge Parks, Recreation & Culture volunteer team! As a volunteer you are a part of a special group of people who make an invaluable contribution to our community by sharing your time and skills.

We recognize the essential role that volunteers and volunteerism plays in building a healthy, caring and vibrant community and contributes to the health and well-being of citizens. Volunteerism and volunteer engagement are supported through Commission's Policy 127 that recognizes:

- The role that volunteers and volunteerism contributes in making Maple Ridge a community of choice for individuals and businesses.
- The importance of strengthening volunteerism in Maple Ridge.
- That volunteerism contributes to community capacity building and as such aligns with the Asset Based Community Development policy (Pog2).
- The importance of providing quality, meaningful and rewarding experiences for individuals who volunteer with the municipality.
- That developing systems and processes that support municipal volunteers and volunteerism by implementing best practices is essential for effective and consistent management of volunteers.
- The importance of strengthening relationships and supporting connections through the development of networks among volunteer community groups and individuals.
- Providing a framework for municipal volunteers to complement and/or enhance municipal services and fulfill work plan goals through the sharing of skills, ideas, connections, energy and time.

This manual will introduce you to Maple Ridge Parks, Recreation & Culture, and will provide you with the basic information about volunteering with us. We ask you to read the manual carefully and refer to it whenever questions arise. Your supervisor will be pleased to assist you in preparing for your volunteer role, as well as answering any questions you may have.

Thank you for sharing your skills, energy and time with us and your community. We wish you much success in your new volunteer role.



VOLUNTEER PROCEDURES

ATTENDANCE

Because the programs we deliver throughout the community depend upon the reliability of our volunteers, volunteer attendance is expected to be dependable and punctual.

If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor as soon as possible so they can arrange for someone else to cover your position if necessary.

TRAINING

Parks, Recreation & Culture will provide you with the training and materials required to fulfill your volunteer duties. As a volunteer you will receive a clear description of your role and what it entails, in addition to an orientation to the role before the commencement of your volunteer assignment.

If you encounter a task or a piece of equipment that you are unsure of or have not been trained to use please contact your supervisor so they can show you how to properly and safely carry out the assigned task or use the piece of equipment.

CRIMINAL RECORD CHECKS

Depending on the nature of your volunteer role, (specifically if you are working with vulnerable populations, children or handling money) you may be asked to complete a criminal record check before you begin working. Criminal record checks are completed free of charge and any information gathered from the check will only be shared with individuals who require the information. Since the City will pay the fee attached to a criminal record check, some areas may require a commitment of at least 6 months of volunteer work if a criminal record check has been provided by the City.

INCIDENT/ACCIDENT REPORTING

Your supervisor may provide a logbook that is used to record any incidents or accidents that occur while you are on duty. If an accident or incident happens while you are on shift, you are asked to document it as soon as possible with as much detail as you can. Please do not wait until the end of your shift to record incidents or accidents as you may forget or overlook important details.



PRIVACY & CONFIDENTIALITY

As a volunteer, you may be privy to information regarding the City, and/or other parties that is confidential in nature. Such information cannot be shared with anyone who does not have direct association with a particular transaction.

If someone outside Maple Ridge Parks, Recreation & Culture Services or outside your department questions you regarding information you believe to be confidential, politely refer them to your supervisor. Only Department Heads and those given prior authorization are allowed to provide information on Parks, Recreation & Culture matters to the media.

No volunteer is permitted to remove or make copies of any Parks, Recreation & Culture records, reports or documents without prior approval.

Because of its seriousness, disclosure of confidential information will end your volunteer service with Parks, Recreation & Culture.

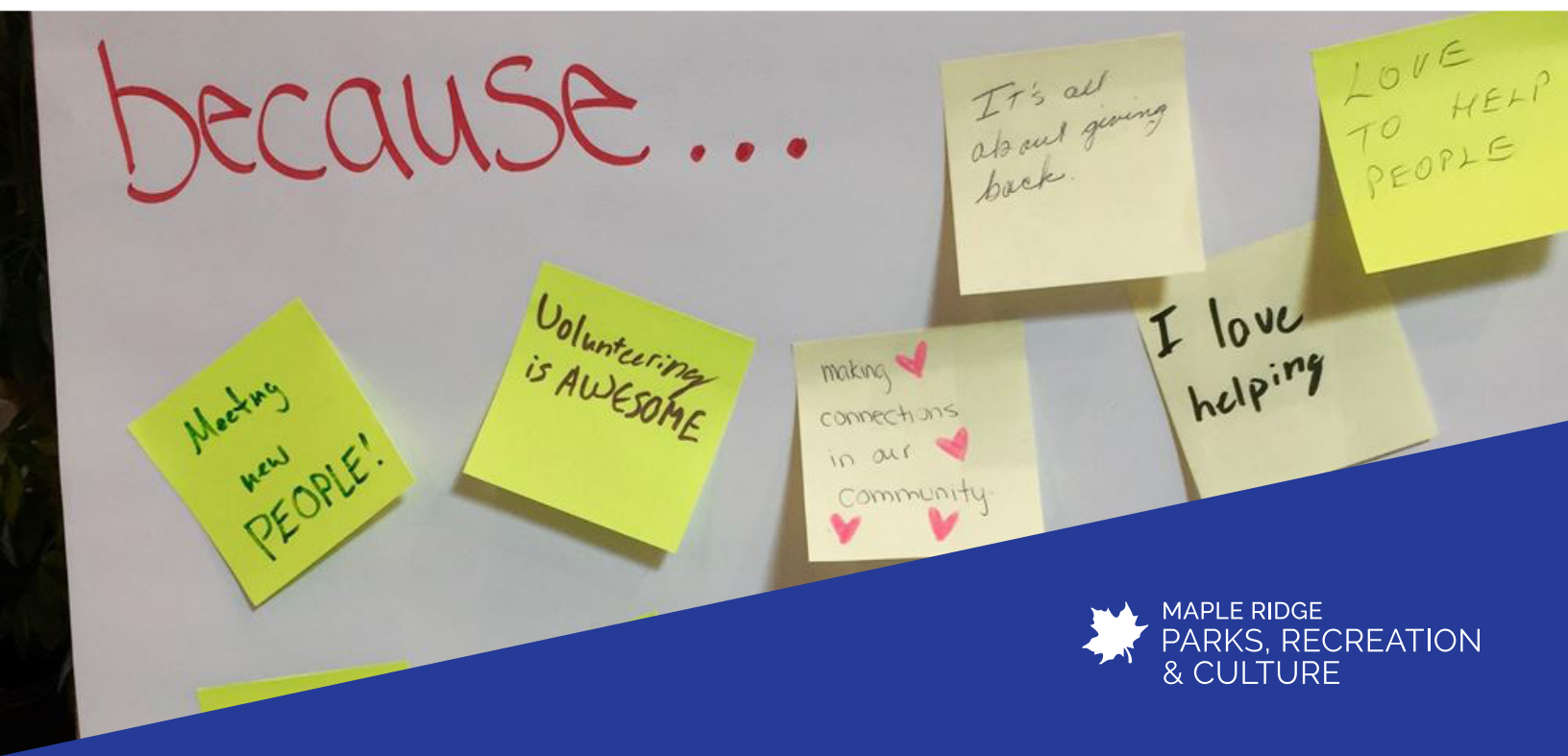
THEFT

Theft of any type will not be tolerated by Maple Ridge Parks, Recreation & Culture. Theft is the unauthorized use of Parks, Recreation & Culture or facilities, or the taking of any Parks, Recreation & Culture property for personal use. The following examples are not all-inclusive, but provide illustrations of several activities that are unacceptable:

- Parks, Recreation & Culture copy machines are not to be used for personal copying.
- Parks, Recreation & Culture computers are to be used exclusively for business purposes.
- No Parks, Recreation & Culture property should be removed from Parks and Leisure premises without authorization from your supervisor.

SMOKING

It is the policy of Maple Ridge Parks, Recreation & Culture to provide a healthy workplace. Smoking is not allowed in the facilities or vehicles. If you smoke, use an appropriate area outside and remember that smoking is prohibited within 8 meters of an entrance or a fresh air intake to a Parks, Recreation & Culture facility. Volunteers are not to use any tobacco product while in direct contact with the public or in any situation where Parks, Recreation & Culture employees or fellow volunteers may find it offensive.



SCENT-FREE ENVIRONMENT

The City promotes a fragrance-free environment to minimize the potential adverse allergic and/or medical reactions that fragrances can cause in some individuals. Like City employees, volunteers are asked to refrain from wearing any substance that emits a noticeable scent.

DRESS CODE

While you are volunteering you are expected to dress and groom yourself in accordance with accepted social and business standards that are appropriate to the environment in which you are working. A neat, tasteful appearance contributes to the positive impression you make on Parks, Recreation and Culture Services staff, participants and the public. If you are given an identification shirt you must ensure that you are wearing it at all times while on duty.

IDENTIFICATION

Volunteers will be given identification tags and possibly volunteer t-shirts that they must wear at all times when they are volunteering. These items make it easy for the public, and staff members to identify you as a volunteer.

INSURANCE COVERAGE

Maple Ridge Parks, Recreation & Culture has insurance coverage in the event that volunteers injure themselves while on duty. Speak to your program supervisor for more information.

Liability and accident insurance is provided for all volunteers who participate in the delivery of Parks, Recreation and Culture Services under the supervision of a City employee. Coverage under this plan is limited to those under the age of 85. Volunteers are not covered by Workers' Compensation.

PARKING

Please do not park in the spaces reserved for visitors. Remember to lock your car and keep valuables out of sight. If you are parking in the underground parkade for more than an hour, please talk with your supervisor in regards to obtaining a pass to park during your shift.



FACILITATION OF PROGRAMS

During your tenure as a Parks, Recreation & Culture volunteer you may be in charge of facilitating a lesson or program. If you are in this position it may be your responsibility to manage large groups of participants. It is expected that while you are in this role that you are fair and treat all participants equally. Finally, make sure you are always impartial and do not give priority treatment to specific participants.

EQUIPMENT

You will likely use many different types of equipment during your volunteer work with Parks, Recreation & Culture. This equipment may range from a computer or photocopier to road barricades, cones, pool noodles, lifejackets and weight-room/gym equipment etc. It is important that you model proper and safe use of all equipment so as to minimize risk of injury to yourself or others, as well as ensuring that Parks, Recreation & Culture can continue to provide low-cost services to the community. If you encounter a piece of equipment that is out of order or not functioning properly please place a sign on it to notify others that it is out of order and contact your supervisor or a City employee as soon as possible.

COMMUNICATION TOOLS

As with City staff members, we ask that volunteers turn their cell phones to "silent" mode or off while they are on duty. If you need to make a personal call, please make it as brief as possible, and refrain from using the City's phones for these calls. City phones are available for use at our facilities but are reserved for emergency phone calls only.

GRATUITIES OR SOLICITATION

Remember when you are volunteering you are not working to earn monetary profit from your service or to solicit for your own personal gain. Any offer of money or gifts must be refused graciously by volunteers. Remind our clients that you are there to assist them in your role as a volunteer.

RESIGNATION OR TERMINATION

Should you wish to resign from your volunteer position with Parks, Recreation & Culture, please notify your supervisor as far in advance as possible. At the end of your volunteer service, please ensure that you return any volunteer identification that you were given by your supervisor. If you would like a reference letter, feel free to request it from your supervisor.

Supervisors have the authority to dismiss a volunteer if they fail to comply with the established policies and regulations or if doing so is in the best interest of the public, the facility, or the volunteer.



PERSONAL SAFETY

WORKING AROUND MOVING VEHICLES

You might be asked to set-up and take down barricades, to man a barricade or to do other tasks that require you to be around moving vehicles while you are volunteering. In cases where you are working around moving vehicles, you will be supplied with a reflective, fluorescent yellow or orange vest that must be worn while you are on duty for your own personal safety.

WORKING OUTSIDE

If you are required to work outside while volunteering for Parks, Recreation and Culture Services, ensure that you are adequately prepared for the weather. If you are going to be out in the sun remember to wear a hat, sunscreen, and to bring lots of water to drink. If you are going to be outside in the rain or cold remember to wear gloves, lots of layers of clothing and a top layer that is waterproof.

SHARP OR HAZARDOUS ITEMS

If one of your volunteer duties is to empty garbage cans, tidy washrooms, or any other task that may require you to handle materials that could puncture, abrade, irritate or cause infection to your hands or arms you will be provided with protective gloves and possibly other equipment to prevent such harm. Make sure you wear this protective equipment at all times while performing your duties.

NEEDLES/BIO-HAZARDOUS ITEMS

If you come across a needle or other potentially bio-hazardous items while on shift it is important that the item not be left alone while the volunteer or staff member seeks help. Stay with the item while another volunteer or staff member collects cones or signs to block off the area surrounding the item. Once the area is blocked off, contact your supervisor immediately so that they can arrange for a qualified individual to properly and safely dispose of the item and/or clean the area. Ensure that a volunteer or staff member is with the item at all times until it is removed to guard against it causing injury to an individual.

As soon as possible after the item has been removed ensure you take a few minutes to record the incident. In the event that you are injured while carrying out your duties, obtain medical attention as soon as possible regardless of how minor the injury may seem to be.

GARBAGE HANDLING

When you notice a garbage can is full, never push down the garbage, as you may accidentally make contact with broken glass or other sharp objects. Always wear gloves when dealing with garbage.

VISIT WORKSAFEBC.CA FOR GUIDELINES REGARDING THE AFORMENTIONED TOPICS



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SAFETY PROCEDURES

MINOR INJURIES

A minor injury can be treated by a qualified volunteer or staff member. Regardless of how minor an injury appears to be make sure it is documented after the injured person has been treated. Offer the person the option of calling someone to come and pick them up or to rest before returning to their activity or duty.

SERIOUS INJURIES

CALL 911 IMMEDIATELY (OR 9 – 911)

If someone is seriously injured do not attempt to move the victim, remain calm and call 911 immediately or send someone to call 911 for you:

- Lift the receiver and dial 911 (or 9 – 911 if using a City phone). Be prepared to state which emergency unit you need – e.g. police, fire or ambulance
- State your name, location, address and phone number
- Describe the victim's injuries as clearly as you can
- Arrange for the ambulance to meet a designated person upon their arrival who will lead them to the victim's location
- Wait until the operator has hung up the phone before you hang up as they may have additional information/directions for you

If the phone is not working in your facility's location, make the phone call at the nearest phone. For a pay phone, dial "0" and ask for 911.

AFTER CALLING 911:

1. While waiting for emergency services, comfort the victim and record all necessary information
2. When the ambulance arrives, provide the paramedic with all of the appropriate medical and emergency contact information for the victim.
3. Contact your supervisor immediately as well as the emergency contact of the victim
4. Complete an Incident Report Form and forward a copy to your supervisor



EMERGENCY PROCEDURES

Parks, Recreation & Culture volunteers work in a variety of locations and facilities. Your supervisor will review emergency and evacuation procedures with you during your training. Regardless of where you are working, it is important that before you start working you are familiar with:

- All exits at the facility
- All fire alarm pulls and fire extinguishers (and how to use them)
- First-Aid Kit locations
- Public telephones and battery -operated lights

Here are some general procedures to be aware of for some possible types of emergencies that could occur while you are working. Please be sure to ask your supervisor for more detail or to clarify any questions you may have.

EARTHQUAKES

In the event of an earthquake, take cover as quickly as you can. Crouch low to the ground and protect your head with your arms. If you are inside **DROP, COVER and HOLD ON!** Do not attempt to run outside and do not stand in a doorway as taking cover underneath a table or a desk is much safer. Try to shield yourself from any glass or light fixtures as these could fall or break during the earthquake. If you are outside, get away from buildings and remain there until the shaking stops. Once the shaking is over, contact a supervisor as soon as possible for further direction.

FIRE ALARM/EVACUATION

If the fire alarm sounds or you have to evacuate for any other reason while you are volunteering remain calm and quickly move towards the nearest emergency exit. If you are facilitating a program or are in charge of other people or volunteers direct them to the nearest emergency exit. After everyone has exited, find a supervisor as quickly as possible for further direction.



WORKING WITH CHILDREN

There are a wide variety of Parks, Recreation & Culture programs that involve children, and the responsibility of working with or caring for children is taken very seriously. For this reason, every volunteer who works with this age group must undergo an interview, reference checks and a criminal record search. For more information please reference the Helpful Resources page.

VISIT THE BC GOVERNMENT WEBSITE TO LEARN ABOUT TYPES OF ABUSE, ABUSE INDICATORS AND AVAILABLE RESOURCES

The **Child, Family and Community Service Act** (<https://www2.gov.bc.ca/gov/content/safety/public-safety/protecting-children>) is the legislative authority for the ministry's Child Protection Services. Under the Act, the Minister designates the Director of Child Protection, who in turn delegates the provision of child protection services across the province to child protection social workers. The Act requires that anyone who has reason to believe that a child may be abused, neglected, or is for any other reason in need of protection, must report it to the Director or a delegated social worker.



HELPFUL RESOURCES

WORKSAFEBC

www.worksafebc.com

BC GOVERNMENT WEBSITE

www2.gov.bc.ca

