

# Partners in Parks



## 2019 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 a guide and resource for you. We encourage you to read through 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 contact the Volunteer Coordinator at 780-508-7601 or [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca).

Erin Isaac  
Partners in Parks Program Coordinator



## **2019 Annual Checklist for Partners in Parks Volunteers**

### **Spring**

- ☐ Locate potential site(s) that are convenient and safe
- ☐ Check online at [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks) for volunteer registration form
- ☐ Describe site(s) and desired activities in detail on registration form
- ☐ Wait for further communication from the Program Staff regarding next steps
- ☐ Review the contents of this manual
- ☐ Sign a volunteer agreement and return to the Program Staff
- ☐ Attend Partners in Parks Welcome Event
- ☐ Acquire program resources including gloves, volunteer lanyard, and annual volunteer badge
- ☐ 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
- ☐ Plant fall bulbs or perennial flowers
- ☐ 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**

- Amended volunteer agreement form
- Discontinued turf maintenance activities
- Provision of puncture-resistant gloves
- Native plant giveaway at Welcome Event
- Simplified shift reporting via online form on program web page

# **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 fosters the application of talents, skills and energy of community volunteers to enhance the beautification of 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 Operations in maintaining 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, adding soil or compost and watering (optional)</li><li>• Have a Partners in Parks sign visible at the volunteer site</li><li>• Receive approval from Program Staff 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 311</li><li>• Be a model of responsible use of public space</li><li>• Take note of and report park maintenance concerns to the Program Staff and/or 311</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><li>• Report volunteer shifts using the online form located on the program web page</li><li>• Communicate effectively with the Program Staff</li></ul>

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

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

**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 Program Staff, who are City of Edmonton employees.

- Requirements**
- Be 18 years of age or older, or be supervised by an adult
  - Interest in developing horticultural skills
  - Respectful, friendly, and courteous to others at all times
  - Be willing to pay for the cost of materials required for site improvements when pursuing optional activities
  - 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**
- Enhance and improve local parks
  - Get involved with the community
  - Gain volunteer experience
  - Gain gardening skills and experience
  - Participate in outdoor recreation and improve health
  - Connect with the City's Operational Teams
  - Become involved in the Partners in Parks Recognition Plan
  - Having fun!

**Time Commitment** Minimum of 10 hours/season.

**Length of Appointment** Annual commitment, from the date the volunteer agreement is submitted until September 30 of that same year.

## Representing the City of Edmonton

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

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 the 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 or other plant
- 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
- Adhere to program safety standards while working in a volunteer capacity
- 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. 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, and volunteer performance issues
- 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 benefit of their community.

Parks and Roads Services operational staff work closely with the Partners in Parks Program Staff. 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 Staff who will liaise with the volunteers
- Following all Occupational Health and Safety standards and Standard Operating Procedures set out by the City of Edmonton
- Assisting the Program Staff with resolving 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, promotion, volunteer training and implementation. The Program Coordinator will connect volunteers to relevant City departments and programs as necessary.

The volunteer recognition program each season is dependent on partnerships and is subject to change.

## **Volunteer Policies and Procedures**

### **Annual Volunteer Registration**

Volunteers are expected to register annually using the online form found at [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks), or by contacting Program Staff directly via email at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca). 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 may 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. Participants can register their intent for the following year via the online form.

### **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 contact information is listed on the registration form. Every volunteer is required to follow program processes and training requirements, including signing a volunteer agreement.

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

## Volunteer Identification

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

## Remote Supervision

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

## Reporting Volunteer Hours

Partners in Parks volunteers are expected to report hours using the online form on the website, [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks), by contacting us directly by email at [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca), or by phoning us at 780-508-7601.

Submitting volunteer hours is required for a number of reasons:

1. Potential coverage for the volunteer 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 the [online form](#) (website)
- Travel time to and from the site are not accepted as volunteer hours
- Please round to the nearest quarter hour (example: volunteered from 3pm to 4:38pm is reported as 4:45pm, or 1.75 hours)

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

## Program Communications

### Contact Information

Website: [edmonton.ca/partnersinparks](http://edmonton.ca/partnersinparks)  
Email: [partnersinparks@edmonton.ca](mailto:partnersinparks@edmonton.ca)  
Social media: [@YegParks](#)  
Phone: 780-508-7601

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>9</sup>. If volunteers are approached by media, please direct them to the Program Coordinator.

### 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), 780-508-7601 or 13315 89 Street NW, Edmonton, AB, T5E 3H2.

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<sup>9</sup> See Representing the City section

## Volunteer Recognition

The City of Edmonton staff endeavors to recognize dedicated volunteers whenever possible. Recognition of Partners in Parks volunteers is in part based on donor and sponsorship partnerships and may vary each season.

Program Staff do their best to engage with volunteers for the purpose of understanding how they feel most appreciated and will try to align recognition with volunteer interests.



As the season progresses, Program Staff will send updates to inform volunteers of their recognition options. Recognition options may be based on the number of volunteer hours or shifts logged, among other criteria.

## 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 themselves or 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 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, volunteer agreement or city standards.

## 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 or water.

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. 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). Please contact the Program Coordinator for more information.

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

Volunteers will be provided with two garbage bags along with other program resources. Additional bags can be requested at any time throughout the season.

If volunteers find needles, sharps or other dangerous items on site, they are expected to consult the safety procedures<sup>10</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. Volunteers may contact Program Staff to request support to pick up a large volume of garbage bags. Program Staff will coordinate large volume waste pick up with Parks Site Servicing teams. Volunteers are not permitted to leave large quantities garbage bags beside maintained litter containers without prior approval from Program Staff.

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

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<sup>10</sup> See Garbage and Sharps section



## 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 to ensure plants are not an [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 to add the shrub to the City's pruning schedule. Pruning of trees or shrubs on public property is not supported at this time.

Any ground disturbance to the site requires an Alberta One Call<sup>11</sup>. It is the responsibility of the volunteer to provide the [Alberta One Call](#) Service (1-800-242-3447) two weeks prior to planting to allow enough time for approvals. This service is provided free of charge. If the Partner requires assistance in this matter, they are expected to contact the Program Staff.

The Partners in Parks 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 Staff 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>12</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 Program Staff 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>13</sup> program
2. Connecting with the [Request to Plant](#) program<sup>14</sup>
3. Connecting with the [Commemorative Planting](#)<sup>15</sup> program

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<sup>11</sup> See Alberta One Call section

<sup>12</sup> See Additional Resources section

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

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

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



## 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 techniques<sup>16</sup> on site:

- Do not use chemically-treated mulch
- Mulch should not touch tree trunks
- Create donuts of mulch around plants, not volcanoes up plants
- Keep mulch angled from the bed's edge to keep turf crews safe from debris

## Watering

It is volunteers' responsibility to provide water for their beautification efforts.

## Mowing and Trimming

These maintenance activities are no longer permitted to be completed by Partners in Parks volunteers.

## Special Projects

The Partners in Parks program supports creativity in beautification efforts. 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



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

## Prohibited Activities

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

1. Mowing and trimming turf
2. Use of herbicides, pesticides, or non organic fertilizers
3. Pruning city assets
4. Raking leaves for disposal
5. Edible planting without approval from Program Staff
6. Handling needles or sharps found on site.
7. Disrespecting City assets and park amenities
8. Making major modifications to parkland without approval
9. Engaging in conflict with other park users or staff working on site.
10. 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 to the Program Coordinator. The Program Coordinator will do their best to address the situation in a timely manner.



## Occupational Health and Safety Requirements

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 by calling 311.

## General Safety

We recommend volunteers:

- Conduct maintenance activities during daylight hours
- Inform a friend or family that you are volunteering, where you are going and how long you are expected to be on-site
- Carry a cell phone, especially if working alone
- Take precautions to protect themselves from the sun, heat and pests which may include wearing long pants and sleeves, non-disruptive hat, sunscreen and insect repellent
- Always wash their hands after picking up litter

- Always be aware of the surroundings and allow a safe distance between themselves and other park users, maintenance crews and nearby pedestrians

Volunteers must ensure they comply with the following:

- Follow the contents of the volunteer manual and volunteer agreement
- Refuse unsafe work and ask for training or help if feeling unsafe or hesitant
- Use protective gardening gloves provided by the City and sturdy closed-toe shoes provided by the volunteer
- Record volunteer shift immediately after completing activities

## 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 at 780-423-4567 or 3-7-7, or Crime Stoppers at 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 780-508-7601 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 that the injury is work-related as this may help in the WCB process.

## 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 780-508-7601.

## 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

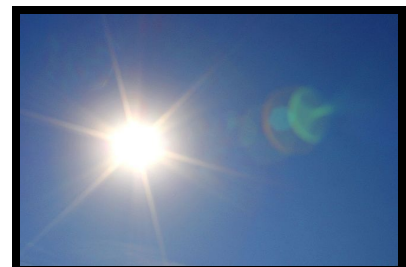
## Common Hazards and Controls

### 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 311 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 311.

### Environmental Conditions (Sun Exposure, Severe Weather, and 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, and 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.

### **Air Quality**

Air quality can be affected by a number of factors including pollutants, local conditions, and wildfire smoke. Volunteers could be at risk of developing more serious health issues from poor air quality exposure. Persons with chronic health conditions such as asthma and COPD may be particularly sensitive to poor air quality. Additional information can be found at [airhealth.ca](http://airhealth.ca).

Volunteers are encouraged to check the air quality health index (AQHI) prior to conducting outdoor activities. When air quality ranking is 5 or higher, volunteers with increased respiratory concerns may discontinue activities. When the air quality is 8 or higher, volunteers must cease all outdoor work.

Volunteers can locate the AQHI online at [airhealth.ca](http://airhealth.ca) or via the AQHI Canada app (Android and iPhone or iPad app available).

### **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 may be available from Capital City Clean Up 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 311 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 and according to product guidelines and intended purposes.

### **Homeless Camps**

Do not approach homeless encampments. Please call 311 to report the location for clean up. Call 211, 24/7 Crisis Diversion for non-emergency support for someone in distress (intoxicated, mental health crisis, in need of shelter, etc.)

## **Interpersonal Conflict**

Partners 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 311 to express their concerns and then remove themselves from the situation. If the situation warrants, call 311 and ask to be connected to a Park Ranger to report what is occurring in the park. Volunteers should call 911 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 311.

## **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>17</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.

## **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.

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<sup>17</sup> See Alberta One-Call section



## **Vandalism and Graffiti**

Report vandalism to 311.

### **Alberta One-Call**

Phone Request 1-800-242-3447

Online Request [albertaonecall.com/submit-a-locate-request](http://albertaonecall.com/submit-a-locate-request)

According to their website (albertaonecall.com) failure to contact Alberta One-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 One-Call two 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 three weeks prior to digging activity.

## **Volunteer Agreement Form**

The following is an agreement by you, the Partners in Parks Volunteer, and the Parks & Roads Services Branch of the City of Edmonton.

### **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 policies and procedures as indicated in the volunteer manual and immediately report any concerns, near misses, incidents and/or accidents to my supervisor.
- 5.** I will accurately record my volunteer hours so I can be involved in the Partners in Parks volunteer recognition plan.
- 6.** I will report any injury or incidences immediately as per the volunteer manual in order to potentially be eligible for workers compensation.
- 7.** I will behave in accordance to the City of Edmonton's Code of Conduct.
- 8.** I will be respectful to all members of staff and the public at all times.
- 9.** I am aware that the City is not responsible for providing water and gardening materials such as garbage bags, mulch, compost, and plant material.
- 10.** I am aware that I must get prior written approval from the City of Edmonton for *any* changes to infrastructure at the site, and for the addition or any expansion of permanent plantings, fixtures, or improvements (i.e. trees, raised garden bed, shrub bed expansion, interpretative signs, 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 Roads Services Branch:**

1. We will provide appropriate information, training opportunities and support to you as a volunteer.
2. We will respect the skills, dignity, and individual needs of the volunteer, and will make reasonable accommodations where appropriate.
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, safety, and welfare of all volunteers, staff and patrons and conduct ourselves accordingly.

**Volunteer Release and Waiver of Liability**

**Acknowledgement of Risk**

I understand and agree to abide by the terms and conditions of my Partners in Parks volunteer agreement in my work with the City of Edmonton's Parks and Roads 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 specifically understand that working as a volunteer for this project may involve risks and hazards, including but not limited to: (1) the use of tools and equipment, (2) working around or with other participants who may not be accustomed to this type of labour or the tools and equipment associated with it, (3) working on uneven terrain, (4) other risks and hazards that you may identify in the Field Level Hazard Assessment. As a volunteer I expressly assume the risk of injury or harm from these activities,

I am aware and understand that after I sign this form and while volunteering for the City of Edmonton's Partners in Parks Program I may be covered by the Workers Compensation Board in the event of injury 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, and any claims that my spouse or child(ren) has/have, or may have in the future, against the City of Edmonton, its officers, employees, volunteers, agents or contractors as a result of any injury, illness, death, loss, expense or damage however so caused arising out of, or in any way connected with my involvement in the Partners in Parks Program, including 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 understand that by signing this form I am discharging the City of Edmonton from any liability or claim that I may have against the City of Edmonton with respect to personal injury, illness, death or property damage that may result from the services I provide to the City of Edmonton or occurring while I am providing volunteer services. By signing this form I express my understanding an intent to enter into this Release and Waiver of Liability willingly and voluntarily.**

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 express 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

Your name and signature are being 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 and Program Delivery staff for purposes of managing volunteers and 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) or 13315 89 Street NW, Edmonton, AB, T5E 3K3.



## **Additional Resources**

Code of Conduct: [edmonton.ca/city\\_government/documents/PDF/code\\_of\\_conduct\\_F\\_web.pdf](http://edmonton.ca/city_government/documents/PDF/code_of_conduct_F_web.pdf)

Parkland Bylaw 2202: [edmonton.ca/documents/PDF/C2202.pdf](http://edmonton.ca/documents/PDF/C2202.pdf)

Unauthorized Use of Parkland Bylaw 12308: [edmonton.ca/documents/PDF/12308.pdf](http://edmonton.ca/documents/PDF/12308.pdf)

Volunteerism Policy C504:

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

## **Safety**

Alberta One Call: [albertaonecall.com](http://albertaonecall.com)

Air Quality Health Index: [airhealth.ca](http://airhealth.ca)

## **Planting**

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

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

Root for Trees: [rootfortrees.ca](http://rootfortrees.ca)

Request to Plant:

[edmonton.ca/residential\\_neighbourhoods/gardens\\_lawns\\_trees/request-to-plant.aspx](http://edmonton.ca/residential_neighbourhoods/gardens_lawns_trees/request-to-plant.aspx)

Gardening for Pollinators: [cwf-fcf.org/assets/pdf/en/wag/polle.pdf](http://cwf-fcf.org/assets/pdf/en/wag/polle.pdf)

## **Site Maintenance**

Invasive Weed Identification: [edmonton.ca/documents/PDF/Weed\\_Identification\\_Book.pdf](http://edmonton.ca/documents/PDF/Weed_Identification_Book.pdf)

Compost Sales:

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

Mulch:

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