

## City of Edmonton – Basic Volunteer Orientation Summary

**All volunteers who will be volunteering with the City of Edmonton must attend a Basic Volunteer Orientation which includes training on the following mandatory City of Edmonton policies and Volunteer Services protocols**

### **Introduction to Volunteer Services:**

- Volunteer Services manages the applications, interview, training, hours tracking, reference letters and paper files for volunteers. There will always be an on-site supervisor at the facility that will directly support and supervise the volunteers during their shift.
- Volunteer Services has a “progressive discipline process” if you do not comply with your obligations set out in the Volunteer Acknowledgement Form, OH&S protocols, or Code of Conduct.
- Volunteers are welcome to sign up to volunteer for any Attractions facilities – see [www.edmonton.ca/volunteers](http://www.edmonton.ca/volunteers) under Attractions for more opportunities. The City in its sole discretion determines which volunteers are best suited for each volunteer opportunity.

### **Important Guidelines when volunteering:**



- Volunteers need to sign in and out for every shift
- Volunteers need to wear assigned volunteer identification
- Volunteers should be supervised in staff areas at all times
- Inform a staff member if you are injured, witness an emergency, have a concern or are unclear of any procedures or policies
- Volunteers are expected to log their own volunteer hours on their online [www.myvolunteerpage.com](http://www.myvolunteerpage.com) account
- Volunteers should inform their supervisor as soon as possible if they are unable to attend their assigned shift.

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

The City of Edmonton is committed to providing a safe, healthy and injury free workplace, a place where everyone feels valued, appreciated and out of harm's way. All volunteers must participate in the program and follow all health safety procedures and protocols for their shift.

As a volunteer, you must:

- Identify and report any workplace hazards
- Report any injuries or near misses to staff for documentation
- Refuse unsafe work, ask for help if unsure how to complete a task
- Sign in and out for your volunteer shift
- Wear required PPE appropriately
- Report emergencies to facility staff immediately
  1. Report incident to nearest staff, staff will radio Incident Commander (site supervisor) who will begin implementing emergency procedures
  2. Follow instructions of Incident Commander, assist if comfortable

3. Be familiar with the evacuation plan and muster points
4. Assist with documenting the incident

Potential emergencies include fire, medical, severe weather, missing child, water submersion, escaped animal etc. Talk to a supervisor or see the safety board for details..

#### **Common Hazards for Volunteers:**

1. Trips, slips and falls: Please watch where you are walking at all times
2. Lifting heavy objects or straining muscles: Please work at your own pace
3. Environmental hazards: Watch for severe weather conditions, come prepared to volunteer outside



#### **City of Edmonton Code of Conduct:**

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

There are 7 points to the Code of Conduct but we will cover the 3 that most affect volunteers in your position:

1. **City Assets:** you may not borrow or utilize any City owned material for personal use. You must pay admission to the facility on days you do not volunteer.
2. **Disclosure of Information:** Please keep all confidential information about animals, staff or visitors private. You are not to share information or photos taken in behind the scenes areas with the public or media (includes social media). If you're not sure what is allowed, please ask a staff member.
3. **Personal Conduct:** please be respectful, polite and mature with all visitors, staff and volunteers. The City strives to provide a pleasant experience for all. The City of Edmonton has a **Respectful Workplace Policy** which promotes a work environment free from discrimination and harassment and all volunteers are expected to comply with this policy.



#### **Volunteer Waiver Statement:**

***When you created an online volunteer profile (application) and signed the Volunteer Acknowledgement Form, you checked off a box that says you read and agree with the following statements.***

1. I understand and accept the risks of my volunteer position: 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.
2. I understand that in volunteering with the City of Edmonton I am donating my time and services without expectation of monetary compensation and agree that I will not be considered an employee of the City of Edmonton.
3. I am also aware and understand that while volunteering for the City of Edmonton. I will be covered by the Workers Compensation Board in the event of being injured during the course of these activities and that I will receive benefits as defined by the Workers Compensation Act.
4. I hereby release the City of Edmonton, their officers, agents, employees and volunteers from any and all claims or liability for death, personal injury or property

damage of any kind incurred by myself or any family member howsoever caused, arising out of, or in the course of, my participation in volunteer activities for the City of Edmonton.

5. I will respect the confidentiality of personal information comply with the City of Edmonton's FOIP Policy. I understand my personal information is being collected under the Authority of Section 33 (c) of the Freedom of Information and Protection of Privacy (FOIP) Act and may be used for the administration of City of Edmonton volunteer programs including public relations events and materials. Your personal information is protected by the privacy provisions of FOIP.

