



**Parks & Recreation**

# **Volunteer Handbook**

# ***Volunteer Handbook Index***

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## **Introduction**

Thank you for choosing to volunteer with the County of Brant, Parks & Recreation.

Parks & Recreation has many volunteer opportunities. We want to ensure that your experience with us is a good match for both you and the organization. Please feel free at any time to discuss your needs as a volunteer, how your skills could assist our organization and how we can make your time with us enjoyable.

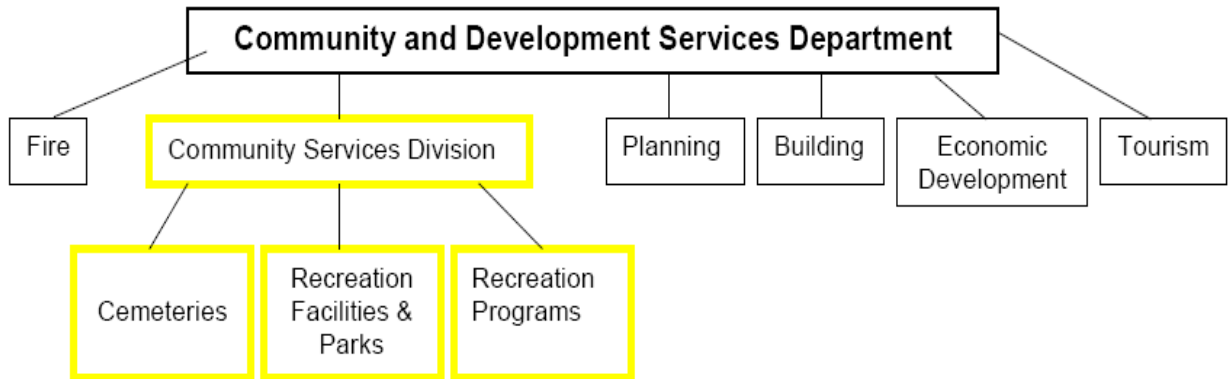
Our Community values the contributions that our volunteers make. Please at any time let us know how we are doing and how we can continue to make all volunteers an active part of our organization.

**Organizational Information**

***Who are you volunteering for?***

Parks & Recreation provides services to Recreation Facilities, Parks & Greens Spaces, Trails and Recreation Programs.

Parks & Recreation is a part of the Community Services Department.



## **Who Are We?**

### **Director of Community Services**

Don Glassford 519-442-6324 ext 3019

### **Parks & Recreation Clerk**

Krystyna Lazar 519.442.6324 x 3023

### **Parks & Facilities Manager**

Kathy Ballantyne 519-442-6324 ext 3027

### **Recreation Manager**

Stacey Ellins 519-442-6324 ext 3031

### **Recreation Coordinator**

Lisa Koekoek 519-442-6324 ext 3025

### **Recreation Coordinator**

Maggie Henderson 519-442-6324 ext 3029

### **Recreation/After School Coordinator**

Sarah Hastings 519.442.6324 ext 3020

### **Marketing Coordinator**

Suzie Keczan 519.442.6324 ext 3026

### **Cemetery Manager**

Jeff Tucker 519-442-3822

### **Parks & Facility Manager / Brant Sports Complex**

Darin Ayres 519-442-1944

### **Parks & Facility Manager / South Dumfries Community Centre**

Ken Gaukel 519-448-1831

### **Parks & Facility Manager / Burford Community Centre**

Cliff Berge 519-449-5611

### **Capital Property Manager**

Clare Wamsteeker 519-442-6324 ext 3028

## **Our Value Statements**

### **How we work with each other**

We treat each other with respect in a positive team atmosphere that encourages and recognizes employee accomplishments, innovation, and continuous improvement.

### **How we work with our elected officials**

We shall respect and support the roles and efforts of our elected officials with neutrality and integrity.

### **How we work with others**

We shall listen and respond with courtesy and respect to the needs of our community.

## **Community Services Department**

The Community Services Department is responsible for providing effective community public services; the processing of development inquiries and applications; and business retention and expansion.

It is the mandate of staff in the Department to manage the strategic growth of the municipality, and to ensure the delivery of high quality community and development services in a timely, responsible and cost effective manner.

## **Community Services Mission Statement**

The County of Brant Community Services Department through its dedicated professional team of volunteers and staff in its cemeteries, fire, parks and recreation divisions is committed to protecting our heritage and environment, encouraging community partnerships and providing effective public services.

## **Volunteer Information**

### **What is a Volunteer?**

A volunteer is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of an agency. A volunteer must be officially accepted and enrolled by the agency prior to performance of the task.

### **Volunteer Rights and Responsibilities**

#### **Why Volunteer?**

When volunteering there are many assets some of them are:

- Exploring new career options
- Meeting new people and making new friends
- Building a resume
- Increasing self confidence
- Gaining work experience
- Achieving a better understanding of your community
- Feeling good about helping others and your community

As a volunteer you have a right to:

- Be assigned duties relating to program implementation or areas of interest and knowledge
- Be treated as equal co-workers
- Receive training and orientation for your volunteer tasks
- Have positive guidance and direction from staff
- Be provided effective supervision
- Full involvement and participation.
- A variety of experiences throughout the different areas within the Community Services Division
- Accept or decline any assignment
- Receive recognition and appreciation

#### **Volunteer/Staff Relations**

Volunteers and staff are considered to be partners in implementing the mission and programs of the County of Brant, Parks & Recreation, with each having an equal but balancing role to play. It is essential for the proper operation of this relationship that each partner understands and respects the needs and abilities of the other.

### **Volunteer Record of Hours**

All high school students who are volunteering with the County of Brant to complete their 40 hours of community service are required to bring their Volunteer Record of Hours paperwork from their school. Your immediate supervisor will sign off volunteer hours after the completion of all hours. For all other volunteers a record of hours will be completed upon request. Please inform your immediate supervisor prior to the start of your placement if you require a record of volunteer hours.

### **Dress Code**

Volunteers are responsible for presenting a good professional presentation. Therefore all volunteers shall dress, behave, and use appropriate language for the conditions and performance of their duties. If asked to wear a County of Brant t-shirt, you will be given one prior to your scheduled time of volunteering. Volunteers may also be given a name tag to wear during programs. The name tag needs to be worn and visible at all times.

### **Absenteeism**

Volunteers are expected to show up for their scheduled shifts on time. A volunteer is expected to inform his/her program supervisor in advance if they are going to be absent from a scheduled shift.

### **Dismissal of a Volunteer**

Volunteers that do not obey the rules and procedures of the County of Brant or who fail to adequately perform their duties as assigned, may be subject to dismissal. No volunteer will be dismissed until the volunteer has had the opportunity to discuss the reason for possible dismissal with his or her immediate supervisor.

### **Reasons for Dismissal**

Possible grounds for dismissal may include, but are not limited to the following:

- Gross misconduct or defiance
- Being under the influence of drugs or alcohol
- Theft of property or misuse of agency equipment or materials
- Abuse or mistreatment of participants or co-workers
- Unsafe work conduct

### **Resignation**

Volunteers may resign from their volunteer services from the County of Brant at any time. It is requested that volunteers who intend to resign provide advance notice of their departure along with their departure date, along with a reason for their decision.

### **Important Numbers You Should Know**

Brant County O.P.P	911
Fire	911
Ambulance	911
Willet Hospital (Paris)	442-2251
Brantford General Hospital	752-7871
Poison Control	1-800-268-9017

### **Training**

#### **Orientation**

All County of Brant volunteers will receive a general orientation of the agency as well as a general orientation on the operation of all facilities, programs and activities for which they are volunteering. All volunteers will be provided with specific orientation on the functions and requirements of the position that they will be volunteering in.

#### **On The Job Training**

All County of Brant volunteers will receive specific on-the-job training to provide them with the information and skills necessary to perform their volunteer task. If at any time you are unsure of what is required or being asked of you, please ask your immediate supervisor. As a volunteer it is important to ask questions and to only perform work that you feel comfortable with.

## **Health & Safety**

### **Police Record Checks**

As part of the County of Brant Volunteer/Employment Screening Policy, the County of Brant requires that all Volunteers/Employees who are in a 'High Risk' position to complete a Police Record Check prior to the start of employment.

ALL volunteers must obtain a police record check to protect both the participants and the volunteer. Volunteers who do not agree to do this may be refused assignment.

This is one way the County can provide a safe and quality-working environment for staff and volunteers.

A police records check form, provided by your supervisor must be taken to the local Police Station in the municipality in which you currently reside.

- If you live in the County of Brant, please bring the form to Brant County Ontario Provincial Police Station, 28 Mechanic Street. Paris, ON N3L 1K2
- For those who reside in the City of Brantford, please go to the Brantford Police Station, P.O. Box 1116, 344 Elgin Street. Brantford, ON N3T 5T3.

### **How to complete a Police Records Check**

- Go to your local Police Station with the provided Police Records Check Forms.
- Provide two forms of identification, one being a photo I.D. If you do not have two pieces of I.D. you must bring a guardian with you who does.
- For volunteers (this includes all Leaders-In-Training) there is no charge.
- The Police Records Check may be able to be completed immediately or it could take up to two weeks to process. You must have a completed Police Records Check before you first day of volunteering.
- Once you have obtained to original Police Records check, please enclose this and the receipt in the envelope providing and mail or drop off to  
County of Brant- Confidential  
Lesley Atkinson  
Recreation Manager  
Parks & Recreation  
66 Grand River St. N.  
Paris, ON N3L 2M2

### **What to do in an Emergency or when First Aid is required**

(When your supervisor is not available)

1. Call 911 (Major Emergencies)
2. Administer First Aid
3. Notify your immediate supervisor
4. Ensure a safe site/facility/program (Evacuate if necessary)
5. Document Emergency

### **Health and Safety Volunteers Responsibilities & Duties**

This level of organization includes all employees and volunteers in the workplace.

1. Be familiar with the applicable requirements of the County's Health and Safety Policy and the Occupation Health and Safety Act and Regulations, and ensure compliance with these.
2. Take every possible precaution to protect themselves, fellow workers and members of the public from health hazards and unsafe situations.
3. Properly wear and use personal protective equipment where required.
4. Familiarize themselves with the location and operation of all safety equipment including first-aid kits and fire extinguishers.
5. Avoid interruptions or impairment of services and damage to equipment and property.
6. Responsible for the prompt reporting to their immediate supervisor or health and safety hazards, unsafe acts or conditions, accident and injuries.
7. Will not engage in any prank, contest, feat or strength, unnecessary running or rough boisterous conditions.
8. Provide a current police records check prior to their orientation.
9. Complete WHMIS training prior to their orientation.

## **Health and Safety Rules and Regulations**

Rules and regulations concerning health hazards and safety practice are provided by the department where the volunteer works. In some cases, rule and regulations are less general and are prepared to reflect the requirements of a particular division or branch of department.

Employees are provided with a copy of the applicable rules and regulations to the area and type of work they are assigned. The immediate supervisor is to ensure that their volunteers have received and understand the rules and regulations completely.

Records must be maintained to verify the issuance of the rules and regulations to the employees and that they fully understand them.

## **Heat Stress ALERT!**

Hot temperatures combined with factors such as high humidity, hard physical work, loss of body fluids, fatigue or some medical conditions can put stress on the body's cooling system. When this happens it can lead to a heat related illness or disability or even death.

### ***Who's at risk?***

Heat stress can happen to any body, even the young and fit, and heat exposure may occur in all kinds of workplaces. Industrial furnaces, bakeries, smelters, foundries and worksites with heavy equipment are significant sources of heat inside workplaces. For indoor workers, direct sunlight is the main source of heat. In mines, geothermal gradients and equipment can contribute to exposure.

### ***Controlling Heat Stress***

- Drink lost of water
- Reduce heat exposure
- Stay in air conditioned areas
- Increase air movement (fans)
- Dress appropriate
- Increase the frequency and length of rest breaks
- Outside keep in shaded areas (trees)
- Apply sunscreen
- Wear sunglasses
- *Eat small meals and eat more often. Avoid high-protein foods, which increase metabolic heat.*

## **Cold Stress (Hypothermia)**

Hypothermia (literally "low-heat") is a condition marked by an abnormally low internal body temperature. It develops when body heat is lost to a cool or cold environment faster than it can be replaced. Temperatures do not have to be below freezing for hypothermia to occur, especially in vulnerable individuals. Many older adults can develop a low body temperature after exposure to conditions of mild cold, which would only produce discomfort in younger people.

### ***Who's at risk?***

Although older adults are more vulnerable to hypothermia than younger members of the population, infants under one year are also particularly susceptible. Among the elderly, those most likely to develop hypothermia are the sick, the frail, the very old, the poor who can't afford enough heat, and those medically vulnerable individuals who do not know how to keep warm when exposed to the cold.

### ***Controlling Cold Stress***

- Insulate your home properly. Caulking is a particularly low-cost and effective technique.
- Wear warm clothing. Instead of tight clothing, wear several loose, warm layers. Wear a hat and scarf to avoid significant heat loss through your head and neck.
- Use extra blankets because hypothermia can develop during sleep.
- Eat nutritious foods and exercise moderately; proper diet and physical conditioning help protect you against abnormal heat and cold.
- Get proper rest; fatigue makes you more vulnerable to subnormal heat and cold.
- Drink adequate amounts of liquids, such as water. Limit your alcohol intake because alcohol speeds up body heat loss.

**THE COUNTY OF BRANT WOULD LIKE TO  
THANK – YOU!**

**Recognition Program**

***The County of Brant notices all their hardworking volunteers and recognizes those who contribute to our organization and community.***

***The following outlines the volunteer recognition criteria:***

<b><i>Years of Service</i></b>	<b><i>Volunteer Recognition</i></b>
<b><i>1</i></b>	<b><i>Certificate of Thanks &amp; Key Chain</i></b>
<b><i>5</i></b>	<b><i>Certificate of Thanks, recognition in the County of Brant Parks and Recreation Guide &amp; Water Bottle</i></b>
<b><i>10</i></b>	<b><i>Certificate of Thanks, recognition in the County of Brant Parks and Recreation Guide, County of Brant hat or thermos</i></b>
<b><i>15</i></b>	<b><i>Certificate of Thanks, recognition in the County of Brant Parks and Recreation Guide, t-shirt or sweatshirt of choice</i></b>
<b><i>20</i></b>	<b><i>Plaque of Thanks, recognition in the County of Brant Parks and Recreation Guide and County of Brant portfolio bag</i></b>

“A volunteer is a person who can see what others cannot see; who can feel what most do not feel. Often, such gifted persons do not think of themselves as volunteers, but as citizens - citizens in the fullest sense: partners in civilization”

*--George Bush*

“Volunteers don't get paid, not because they're worthless, but because they're priceless!”