



RECREATION DEPARTMENT



VOLUNTEER HANDBOOK



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INTRODUCTION

WHO ARE WE?

The Recreation Department is part of the Economic Development and Recreation office in the City of Pembroke.

WHAT DO WE DO?

- We provide leisure services for Pembroke.
- Swimming Pools
- Pembroke Memorial Centre – Ice arena, PACC
- Recreation programs
- Communities in Bloom – beautification of the City.
- Special Events – Waterfront Festival, Snospre, Canada Day, Day Camps etc.

WHERE DO YOU FIT IN?

- Pembroke's recreation department understands that volunteering is a way for you to put something back into the community and enhance the quality of life for everyone who takes part in leisure.
- Volunteering is a leisure activity, pursued during free time as a personal choice activity.
- Volunteers will be treated as equals and expected to perform duties to the best of their abilities.
- We are committed to developing and maintaining an effective volunteer program.
- Volunteers will work alongside, but not replace, existing staff.

BECOMING A VOLUNTEER

ALL VOLUNTEERS WITH PEMBROKE'S RECREATION DEPARTMENT MUST BE 13 YEARS OF AGE OR OLDER AND MUST SUCCESSFULLY COMPLETE THE FOLLOWING STEPS:

1. Complete an Application form (*If you are under 19, you also need to complete a parental consent form.*)
2. Provide two letters of reference - you may wish to use a Referee Form
3. Meet with the Volunteer Coordinator for an interview
4. Complete a Criminal Record Check (forms must be obtained from the Volunteer Services Office)
5. Attend an Orientation Session

THEY CAN EXPECT THE FOLLOWING FROM US:

Job descriptions

Training

Placements

Supervision

Timesheets

Recognition



VOLUNTEER RIGHTS AND RESPONSIBILITIES

DUTY OF CARE

The duty of care is the legal obligation to take reasonable care to protect others from harm. We as an organisation are committed to protect the safety, dignity and rights of program participants, our staff and the community at large. We fulfill our duty of care by:

Maintaining safe and secure premises.

Offering safe and meaningful programs and services.

Selecting and hiring competent and suitable individuals – this is the reason for our screening process.

Every individual involved in our programs owes the duty of care to:

Program participants

Staff and other volunteers

The community at large

The City of Pembroke's Economic Development Recreation and Tourism Department itself.

Volunteers and staff are equal partners in the City of Pembroke's Recreation department, playing a complementary role to each other with different rights responsibilities. As a volunteer, your rights and responsibilities are as follows:

RESPONSIBILITIES

- To dress appropriately
- To actively perform your duties the best you can
- To comply with our policies and procedures
- To be willing to join in and learn.
- To respect program confidentiality
- To call as soon as possible if you are unable to be present for your assignment
- To be on time for your assignment
- To be prepared for your assignment
- To act as a role model to program assistants.

RIGHTS

- To be safe
- To be heard
- To be respected
- To be fully trained
- To be given sound advice and direction
- To know as much about the organization as necessary
- To be treated as a co-worker
- To be given a variety of assignments
- To have regular evaluation of your performance
- To be appreciated and recognized

GENERAL INFO

PLACEMENT

Once you have become a registered volunteer, we will do all that we can to get you into a suitable placement quickly.

SUPERVISION

Your immediate supervisor is the staff member you are working with.

RECORDING HOURS

Timesheets will be provided, they may be handed to your supervisor or the recreation office. We also suggest that you keep your own record at home.

DRESS CODE

Always wear respectable clothing, no T-shirts with rude slogans. Your coordinator will inform you of any special requirements

ROLE MODELLING

Always remember: **You are a role model to any children you may be working with.**

Treat others with respect and dignity

Take care of the language you use.

Use of drugs or alcohol is prohibited.

BREAKS

Your supervisor will inform you when your breaks may be. You should not leave your post unattended.

PERSONAL SAFETY

You have the right to feel safe.

If you do not feel safe, ask for assistance.

EMERGENCY PROCEDURES

Your supervisor will inform you of first aid and fire procedures.

If you are unsure, always ask.

VOLUNTEER APPRECIATION

Volunteer appreciation events are held at least once a year.

If you have any suggestions for the party, contact the volunteer coordinator.

VOLUNTEER NEWSLETTER – ‘THE MIRROR’

Our Newsletter, published once a season, includes details on upcoming assignments, events, training sessions and general info.

We like our Newsletter to be written by volunteers for volunteers, so if you have any suggestions, want to submit an article, or would like to volunteer to write one for us, pop in to our office at the PMC.

If you are under 19, we need your parent or guardian to sign the *Release and Assignment form*, in order to include photos of you in the newsletter or elsewhere on our website.

RECREATION INCLUSION

Recreation Inclusion is a key part of our programs. It is a process designed to give disabled and high needs persons the opportunity and necessary support to participate fully in City of Pembroke recreation programs.

In giving one-on-one support to those who need it the most you will be one of the most valuable people on the program.



Your role will include:

- Removing any barriers that may hinder participation.
- Introducing yourself and the person you are supporting to other members of the class and other volunteers and staff
- Focusing on the skills and abilities of the person being supported.
- Helping them to use the required equipment. (e.g. offer appropriately sized paint brush or a ball that's easier for them to use so they can join in the activity better)
- Ask the person you are supporting what they may need help with – never assume! (If necessary – ask the parents)
- Ensure that the class they're in is fun, safe and respectful.
- Be patient and understanding.





CITY OF PEMBROKE RECREATION DEPARTMENT
Volunteer Placement Description

Title: Editor - Volunteer Mirror (Sample)

Function: To produce an informative 2-4 page pamphlet, outlining both recent volunteer projects and upcoming volunteer events, showcasing the talents and achievements of our volunteers. You will coordinate the efforts of other volunteers, who will submit articles either directly to you or through the recreation office.

Responsible to:

1. Volunteer Coordinator
2. Recreation Department - Manager

Responsibilities:

- Submitting well prepared and constructive paper well ahead of deadline time.
- Letting us know well ahead of time if you will be unable to produce.
- Liaising with the department if there is doubt over which articles to include.
- Being a role-model of appropriate behavior:
 - a) Clean and tidy appearance
 - b) Appropriate dress
 - c) Respect facilities, participants and staff
 - d) Do not swear or speak negatively about any participants, staff or volunteers
 - e) Do not drink or smoke on the site or during the proceedings.
 - f) No yelling, hitting or verbally abusing participants
- Being sensitive to participants' needs. Maintaining confidentiality of program participants.
- Ensuring your own volunteer hours are recorded

Orientation / Training:

New volunteer orientation session

Further training opportunities for interested volunteers (e.g. first aid)

Skills, Experience, Qualifications and Personal traits required:

- Interest in recreation and leisure
- Like working with children and youth
- Ability to communicate well with others
- Possess good judgement and maturity
- Be willing to work with participants with varying disabilities.
- Be willing to learn and participate
- Be reliable and responsible
- Must be very familiar with Microsoft Word

Evaluation:

We provide you with regular evaluation and feedback.

Benefits to volunteering:

Work experience

Training

Reference letter

Fun

Annual volunteer appreciation party

Having read the preceding job description, I agree to carry out only those responsibilities mentioned above.

Should I fail to role model appropriate behavior as defined above, I understand that my placement may be terminated

Signature of Volunteer

Signature of Parent / Guardian if
under 19

Date

Date

VOLUNTEERING TIPS

Our volunteering tips are designed to help you enjoy your time with us and serve the community better.

- Remember you are a role model.
- Focus on fun.
- Make sure that everyone understand name-calling, put-downs and other harassment will not be tolerated.. Make your supervisor aware of any poor behaviour.
- Try to encourage everyone to participate. Take the time to explain to newcomers how the program works.
- Remind children who make homophobic, racist or sexist jokes that these can be very hurtful.
- Try not to allow yourself and a participant to be separated from the group. Stay where you can be seen
- Take initiative. If you learn how to deal with things yourself, you will get a much fuller experience from your volunteering and have more fun. If unsure, ask rather than wait.

FAQ'S (frequently asked questions)

1. What if I can't make it?

It's very important to let us know if you can't be there, so we can try to find a replacement for that day. Let us know as far in advance as possible.

2. What if I don't like my placement?

We'll try to find a placement that is just right for you, but if you discover after you started that you don't like your placement,, you must tell us as soon as possible so that we can try to replace you and find a different placement for you.

3. What if I'm going to be late?

Let us know as soon as possible, you should normally try to be there 10 minutes early though.

4. What if I get hurt while I'm volunteering?

We will look after you. Tell your supervisor immediately, who will administer or arrange for you to get first aid, or if necessary, arrange for you to be taken to the hospital.

5. What if I don't understand what my position is?

We will try to provide you with a clear description of what your duties are, but if there are any uncertainties, please contact your supervisor or the volunteer coordinator as soon as possible, who will be more than happy to explain the expectations of the position to you.

6. What if I'm having problems with my supervisor?

All of our staff really appreciate the help of volunteers and have been well trained in respectful treatment of all individuals within the organization. However, do not hesitate to contact the volunteer coordinator if you feel that you are being unfairly treated.

7. What if I show up and no one is there?

This shouldn't ever happen, but if it does:

Call us as soon as possible. Maybe you were sent to the wrong place

Wait 15 minutes the go home. Call us later to let us know what happened.

8. What should I do if the participants arrive, but no staff person does?

Most importantly – don't panic

Ask any parents or guardians to stay until the staff person arrives.

Call the Program Coordinator **IMMEDIATELY**.

Make sure that everyone knows that **NO** activity will take place until the staff person arrives.

Once the staff person arrives, the activity will begin as normal.

9. What should I do if a participant gets injured?

Tell the staff person you are working with immediately. They will know how to get first aid administered. You will assist with the other participants. Volunteers do NOT administer first aid.

10. What if I want more responsibility?

Let the volunteer coordinator know and we will do our best to find you a more responsible position

11. What if I want more hours?

Let us know – we'll see what we can do.

12. What if I want to write something for the Newsletter?

Go ahead. That's what it's there for. You can make your submissions at the Recreation office, by Email or give them to your supervisor.

13. What if my friend wants to come too?

We always want more volunteers, but they must apply by the normal process, and they may not be put on the same assignments as you.

14. What if I've enjoyed working with you?

That's excellent! Let us know. Tell your friends – we need more volunteers. Tell your career advisor at school. Write to the newspaper or radio station and let them know. The best thing you can do is volunteer some more.

15. What if I've still got questions?

Then simply contact us. Our contact details are in this booklet.

CONTACT DETAILS

Recreation Centre office

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