



CITY OF MARKHAM
GENERAL VOLUNTEER ORIENTATION





WELCOME

Volunteers have an incredible impact on our City's programs and events and are an integral part of the municipal team.

This training is the first step in the orientation & training process for all volunteers!

SECTIONS

1. Volunteering with City of Markham
 2. Policies & Procedures
 3. Respectful Behaviour
 4. Health & Safety
 5. Accessibility Training
- *Quiz follows the training*



VOLUNTEERING WITH THE CITY OF MARKHAM

I.



WHAT IS VOLUNTEERING?

- The most fundamental act of citizenship and philanthropy in our society.
- It is freely making a commitment to offer time, energy and skills to enrich the community

VOLUNTEERING WITH CITY OF MARKHAM

We want to provide you with new and meaningful opportunities to get involved and have an impact in the community.

City of Markham departments offer a diverse range of volunteer opportunities: Arts, athletics, leisure, environment, and special events.

Whatever your interests are - we've got you covered!

WHAT'S IN IT FOR YOU?

- Have a fun and rewarding experience
- Learning important life skills and employable skills, such as leadership, communication, organization, confidence and more!
- Connect with others - Meet new people, make new friends, and embrace networking opportunities
- Give yourself a voice and make a positive impact in the community

WHAT YOU CAN EXPECT FROM US

- A worthwhile and challenging experience
- A safe environment
- Support & feedback
- Listening, acknowledging and responding to your input

VOLUNTEER RIGHTS

As a volunteer, you have the right to:

- Feel safe
- Receive accurate information about the City of Markham; the Volunteer Program; and your role.
- Receive an accurate and transparent volunteer position description.
- Receive a fair interview that takes into consideration the requirements of the position.
- Be appropriately assigned to a position that reflects your competencies and motivations.
- Receive the training required to complete your role effectively and efficiently.
- Feel valued; assist with meaningful and satisfying tasks.
- Be part of an inclusive environment.
- Receive support from your volunteer supervisor and guidance when required and as indicated in the position description.
- Feel comfortable saying NO.
- Be informed about decisions directly affecting your volunteer position.
- Regular assessment regarding your execution of the volunteer position.
- Receive recognition for your contributions.
- Report a grievance without threat of reprimand.
- The right to leave.
- Have your personal information kept confidential.

VOLUNTEER CODE OF CONDUCT

As a volunteer, you agree to:

- Display respect, dignity, and professionalism towards all individuals involved in municipal programming.
- Conduct yourself as a positive role model, and as a representative of the City of Markham.
- Refrain from public criticism of other volunteers, City of Markham staff and participants.
- Uphold the mission, values and strategic priorities of the City of Markham.
- Uphold and implement all departmental policies and procedures that pertain to a volunteer.
- Refrain from use of profane, insulting, or otherwise offensive language.
- At no point during your shift, and while you remain at the venue/site where you have been volunteering, be under the influence of alcohol, tobacco or banned substances.
- Never provide other volunteers, participants, or guests with drugs, alcohol or tobacco products.
- Constantly display high personal standards by dressing appropriately and adhering to the specific dress code of your role.
- Contribute to a positive working environment.
- Maintain confidentiality and respect the privacy of others.

GENERAL VOLUNTEER RESPONSIBILITIES

- Foster a positive learning environment.
- Fulfill your duties in a timely fashion.
- Meet all requirements prior to the start of a volunteer role.
- Keep accurate information in your volunteer account.
- Report all absences to your supervisor
- Understand and execute all aspects of the position description to the best of your ability.
- Work in partnership with City of Markham staff and fellow volunteers.
- Have your supervisor and/or another instructor assist you in handling difficult situations.
- Report any injuries or hazards that you notice in the workplace.
- Ask for support or additional help when needed.



POLICIES & PROCEDURES

2.



CUSTOMER SERVICE

We strive to maintain high quality services

When volunteering, you represent the City of Markham.

We appreciate your positive and professional image while on duty:

- Be Polite and Courteous
- Forward any concerns or feedback to your supervisor
- We're always open for suggestions to improve customer service

SITE/AREA SPECIFIC TRAINING

We are committed to providing you with additional training and resources, which includes:

- Introductions
- Volunteer area orientation
- Volunteer role orientation
- Emergency procedures

Please check in 15–30 minutes prior to the start of your first shift to meet your supervisor

DRESS CODE

Please refrain from wearing the following:

- Jeans
- Offensive articles of clothing (such as inappropriate language and images on clothing, hats or accessories)
- Ripped clothing

Depending upon the placement, volunteers may be required to wear a provided uniform.

TRANSPORTATION

Under no circumstances may staff or volunteers transport program participants in their vehicles. This includes before and after program times.

City staff are not allowed to drive volunteers.

The following are great alternatives:

- School Bus
- Taxi
- Mobility Bus
- Municipal Transportation
- Car pool with other volunteer friends

MEDIA ON SITE

If a media representative arrives to your site, please refer them to your supervisor immediately. Volunteers should not speak to the media.

Under no circumstances should participants' names be released to the media

EMERGENCY PROCEDURES

During emergencies volunteers must:

1. Alert the site supervisor /City Staff that an accident has occurred. If no staff is immediately available, call 911
2. Provide assistance as directed by City staff.

General considerations:

- Do not attempt to deal with emergencies on your own.
- Refer any questions from patrons, public and the media to your supervisor(s)
- City of Markham staff will ensure that all volunteers are aware of the emergency procedures in their area/site.
- Types of emergencies include: fire, medical, severe weather, missing child, water submersion, escaped animal, etc.



RESPECTFUL BEHAVIOUR

3.



RESPECTFUL BEHAVIOUR

Volunteers are expected to share in preserving and enhancing the City's image and reputation of integrity and credibility and to contribute toward a positive and inclusive environment.

VOLUNTEER RIGHT:

- Every volunteer has the right to volunteer in an environment free from discrimination, harassment or violence.

VOLUNTEER RESPONSIBILITY:

- Refrain from/stop and report incidents of discrimination, harassment, and violence. This includes offensive remarks or other actions that create intimidating, hostile or humiliating volunteer conditions.

RESPECTFUL BEHAVIOUR

DEFINITIONS

Discrimination:

Unequal treatment based upon one or more of the prohibited grounds as listed in the Ontario *Human Rights Code* Code-race, ancestry, place of origin, colour, ethnic origin, citizenship, creed (religion), sex (including pregnancy), sexual orientation, gender identity, gender expression, age (18 years and above), record of offences, marital status, family status or disability (physical or mental) , except where conduct is permitted under the *Code*.

Harassment:

Engaging in a course of unwanted comment or conduct that is known or ought reasonably to be known to be unwelcome.

Violence:

The exercise of physical force that causes or could cause physical injury to a volunteer; an attempt to exercise physical force that could cause physical injury to the volunteer; statement or behaviour that it is reasonable to interpret as a threat to exercise physical force against the volunteer, that could cause physical injury to the volunteer.

RESPECTFUL BEHAVIOUR

EXPECTATIONS:

Volunteers will immediately report all allegations of discrimination, harassment or violence to their immediate Supervisor (City staff) or coordinator; or as soon as possible after having occurred/witnessed.



HEALTH & SAFETY

4.





Volunteers have three health and safety rights:

- The right to **know** about potential hazards they may be exposed to at City facilities or sites and how to stay safe
- The right to **participate** in keeping City facilities and sites safe
- The right to **refuse to do anything they believe is unsafe**

Volunteers will not be punished or threatened for exercising their rights as a volunteer or for fulfilling their volunteer responsibilities as described.

Volunteer responsibilities include:

- Following the law and the City's volunteer policies, procedures and instruction;
- Using and wearing protective equipment required by the City;
- Acting in a way that won't hurt themselves or anyone else present;
- Reporting any hazard they find in a City facility or site to a City representative; this includes reporting any unsafe behaviour they observe.

SAFETY

Is

***Everyone's
Responsibility***

Volunteers must NOT:

- Use any ladders, equipment, machines, or vehicles
- Tamper with any machinery, equipment, or protective devices
- Behave in a way that may endanger any person. This includes not engaging in any prank, feat of strength, unnecessary running, or rough and boisterous conduct.



In order to keep volunteers safe...

The City shall:

- Develop a **system** (including policies, programs and procedures) to protect health and safety.
- Do everything reasonable in the circumstances to protect those present from being hurt; ***This is called “due diligence”***.

Supervisors and Managers shall:

- Tell volunteers about hazards and respond to their concerns about hazards
- Ensure volunteers follow the law and the City’s volunteer health and safety policies and procedures.
- Do everything reasonable in the circumstances to protect volunteers from being injured . ***This is called “due diligence”***.

WHMIS

Workplace Hazardous Materials Information System

WHMIS provides information about the hazards associated with potentially harmful materials and chemicals through:

Warning Labels (“first alert” located on containers of potentially harmful materials)

MSDS or SDS (Material Safety Data Sheet - provides more detailed information about the hazards and safety precautions and are available in the MSDS binder in each facility)

Instruction (how to use this information)



Other Health & Safety Considerations:

In order to support Volunteers' safety, the City provides information relating to potential hazards that volunteers may face including:

Weather – how to stay safe in extreme summer or winter conditions, slippery conditions, electrical storms and more.

Ergonomics – an understanding of basic ergonomic principles can reduce the risk of injury when lifting or doing repetitive motions.

Slips ,Trips and Falls – something as simple as spilled coffee on the floor, or an icy parking lot can lead to a fall and very serious injury, but these injuries can be prevented with some simple tips.

Safety Around Moving Vehicles and Machinery – places where vehicles or machinery are being operated present hazards but you can stay safe if you follow the “Pedestrian Safety Tips” information.





ACCESSIBILITY

5.



DIVERSE **INCLUSIVE** **ACCESSIBLE**

Government of Ontario launched the Accessible Customer Service Standard Under the Accessibility for Ontarians with Disabilities Act (AODA) in 2008 to ensure people with disabilities get the same level of customer service as everyone else.

DIVERSE INCLUSIVE ACCESSIBLE

Accessibility is everyone's responsibility

Markham's Accessibility Strategy

- Markham is committed to ensuring that all residents have full and equal access to its facilities, services and information.
- Accessibility makes it possible for people with all levels of ability to take advantage of everything Markham has to offer.

We must recognize the diverse need of all of our residents – including the needs of people with disabilities



The Talk Principle

T – Take the time to ask “May I help you?”

A – Ask – don’t assume. Never assist unless asked

L – Listen attentively and speak directly to the customer

K – Know the accommodations and special services that are available

Diverse | Inclusive | Accessible

People who are deaf blind

- May have some degree of hearing and vision loss (not all)
- May be accompanied by an intervener, professional support person

Tips:

- Speak directly to the person, not to the intervener.
- A person who is deaf blind is likely to explain to you how to communicate with them, perhaps with an assistance card or note.

Diverse | Inclusive | Accessible

People who have hearing loss

- May be deaf, oral deaf, deafened, or hard of hearing.
- Different levels of hearing and/or the way a person's hearing was diminished or lost.

Tips:

- Attract the person's attention before speaking.
- Make sure you are in a well-lit area where the person can see your face and read your lips.
- Reduce background noise or move to a quieter area for customers with hearing aids
- If necessary, ask if another method of communicating would be easier

Diverse | Inclusive | Accessible

People who have physical disabilities

- Many types and degrees of physical disabilities
- Only some people with physical disabilities use a wheelchair and have difficulty walking longer distances

Tips:

- Consider sitting so you can make eye contact at the same level
- Don't touch items or equipment
- If you have permission to move a person's wheelchair, don't leave them in an awkward, dangerous or undignified position

Diverse | Inclusive | Accessible

People who have vision loss

- Vision loss can restrict someone's ability to read, locate landmarks or see hazards.
- Some possible assistive devices: guide dog, white cane, or assistive personnel.

Tips:

- Don't assume the individual can't see you
- Identify yourself when you approach the person and speak directly to them
- Be precise and descriptive
- Offer your elbow to guide them if needed

Diverse | Inclusive | Accessible

People who have learning disabilities

- May have any of a variety of disorders
- May become apparent when a person has difficulty reading material or understanding information provided

Tips:

- Be patient
- Try to provide information in a way that takes into account the person's disability

Diverse | Inclusive | Accessible

People who have mental health disabilities

- Broad term to describe many mental health issues
- Can affect a person's ability to think clearly, concentrate or remember things

Tips:

- Treat with the same respect and consideration you have for everyone else
- Be confident, calm and reassuring
- Ask them to tell you the best way to help

Diverse | Inclusive | Accessible

People who have intellectual/developmental disabilities

- Broad term
- Can limit a person's ability to learn, communicate, do everyday physical activities and live independently

Tips:

- Don't make assumptions
- Use plain language
- Provide one piece of information at a time

Diverse | Inclusive | Accessible

Assistive Devices

- A tool, technology or other mechanism that enables a person with a disability to do everyday tasks and activities, such as moving, communicating or lifting

Tips:

- Don't touch or handle any assistive device without permission
- Don't move assistive devices or equipment out of the person's reach
- Let the person know about accessible features in the immediate environment that are appropriate to their needs

Diverse | Inclusive | Accessible

Guide dogs or other service animals

- Service animals are allowed in areas that are open to the public or to other third parties, unless the animal is otherwise excluded by law

Tips:

- A service animal is not a pet; It is a working animal
- Avoid touching or addressing service animals
- If you're not sure if the animal is a pet or a service animal, ask the person

Diverse | Inclusive | Accessible

A support person

- A support person can be a personal support worker, a volunteer, a family member or a friend
- A support person might help your customer with a variety of things

Tips:

- If you're not sure which person is the customer, take your lead from the person using or requesting the goods or services, or simply ask.
- Speak directly to your customer, not to their support person.

CITY OF MARKHAM VOLUNTEER QUIZ

Please complete [ONLINE QUIZ](#) OR answer the following questions and submit your answers with the following slide to volunteering@markham.ca (do only one)

- List 3 rights you have as a volunteer
 - 1)
 - 2)
 - 3)
- What does the T.A.L.K Principle stand for?
 - T -
 - A -
 - L -
 - K -
- What can you expect from the City of Markham during your volunteer experience
 - 1)
 - 2)
 - 3)

I, _____, HAVE READ AND UNDERSTOOD THIS TRAINING SESSION

