

VOLUNTEER HANDBOOK

October 25, 2018, updated December 4 2018

Welcome!

Thank you for volunteering! We hope that you will have a great time, meet new people, and learn new skills. As you share your time and expertise, you will make a difference in your community.

Overview of the Manor Park Community Council (MPCC)

The Manor Park Community Council provides opportunities for the community to develop their minds, bodies and community spirit.

The MPCC is a not-for-profit organization providing recreational programs, and now licensed child care, in Manor Park for over 35 years. We draw on an impressive group of volunteers and employees, and we are well connected with local businesses and organizations. A volunteer Board of Directors guides a committed staff who range from full-time employees to sport- or program-specific part-time employees.

MPCC is a City of Ottawa community partner, operating the community centre, parks and sports sites under a renewable recreation funding grant. The MPCC also operates before- and after-school programming under license granted by the Ministry of Education.

We want our community to be meeting, sharing, learning and playing place!

Our Values

Fostering community spirit
Meeting needs
Promoting healthy living
Building social capital
Maintaining inclusivity
Bringing people together

How to Volunteer like a Pro!

Volunteers are often in roles that are the face of the MPCC -- meeting members of our community. In these roles, volunteers can be examples of the very best in community care and spirit.

It all begins with a smile.

Volunteers are expected to share their enthusiasm and positive energy when working for the MPCC. A smile that is welcoming puts people at ease, even if conflicts arise. A respectful attitude towards residents, fellow volunteers, and employees demonstrates that everyone is valued.

Volunteers are expected to do their tasks with fairness, and impartiality.

By definition, volunteers offer their time freely without expectation of compensation or personal gain. Accordingly, volunteers may not accept compensation or gifts. Volunteers are rewarded with community friendships, new skills, and our acknowledgement and thanks.

The MPCC takes care that volunteers enhance our activities without displacing paid employees.

The Role of Volunteers at the MPCC

Volunteers help us build a better Manor Park in countless ways! But, there are key activities which attract the greatest number of volunteers – for the greatest impact. These include:

Board of Directors: The Board meets monthly to provide strategic direction for the MPCC, dealing with governance, budget and policies. Outside of meetings, the Board represents our organization to the community – and brings their voice and reflections back to each meeting. Directors on the Board are elected to a two-year term, refreshing at each Annual General Meeting with volunteers offering unique expertise.

Special Events (Rock the Block, Skating Party, Ottawa Marathon): Community events are very popular in Manor Park! It is no surprise that residents are happy to lend a hand at our special events. With jobs like tasting home-baked pies, applying glittery tattoos, tending a fire pit or serving up water to thirsty marathon runners, special event volunteers are right in the action!

Summer Day Camps: Volunteering at day camps is the perfect way for a teen to transition from being a camper to a camp counselor! Our junior leader volunteers are mentored by camp staff – and flex their planning, and leadership skills. Great for high school volunteer hours or enhancing a resume.

Outdoor Rinks: There is no easier way to make a difference than to pick up a snow shovel! The saying, 'Many hands makes light work.', is certainly true for winter maintenance of our outdoor ice surfaces. Shovels are always available outside the boarded rink for scraping after a snowfall or before flooding.

Community Gardens: Something special started growing in 2018! Built by the community with business seed money, children planted, weeded, harvested and ate an abundance of vegetables grown in the outdoor gardens. Volunteers instruct on growing techniques, cart around soil, water, and put the gardens to bed. Volunteering on the school grounds requires that a Police Record Check must be submitted by each person.

Instructors (Arts): We are generous when defining the 'arts'! Volunteer opportunities include sharing a passion or some unique knowledge at a single evening event (Manor Park Talks, Manor Park Brainery) or in a multi-week session (Nutrition Break Arts, Manor Park Strings, knitting circle, bridge club). Successful volunteers bring us their new ideas.

Instructors / Coaches (Sports): There is a special pleasure in teaching someone to master a skill. But sometimes the most satisfying (and essential) volunteering job is to tie that shoe for a child or offer words of encouragement to the 'older' first time athlete. Sports volunteers in skating, soccer, baseball, rugby, tennis and pickleball are always welcomed. Volunteers will be placed based on their experience and expertise. Volunteering requires that a Police Record Check must be submitted by each person.

How to Volunteer

Let us know you want to volunteer your time to help build our community. Tell us how much time you have to share and which volunteer opportunity interests you. Can't decide? Then tell us your skills and we will help.

- Drop by the Manor Park Community Centre (100 Thornwood Road),
- email (volunteer@manorpark.ca) or
- call (613.741.4753).

Some volunteer positions require that you submit a resume, a Police Record Check, completed legislated training, or attend an orientation. Screening procedures are in place.

Volunteering Opportunities						
Board of Directors	Personal	Requirements		Training		Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA	Polices & Procedures	
	Contact info					
Overview: <ul style="list-style-type: none"> - responsible for governance, finance, strategic direction, according to by-laws - represent the organization - exercise signing authority 	Resume	Required; Level 3: Vulnerable Sector		Required	Required	Required: Declaration for licensed childcare
Other: <ul style="list-style-type: none"> - must be residents of Manor Park - must be 18+ years - elected at Annual General Mtg - will be photographed - may have access to building 						
Recognized: <ul style="list-style-type: none"> - Manor Park Chronicle; Annual Report; Social Media 						
Special Events						
Overview: <ul style="list-style-type: none"> - preparation and delivery of community events - specific tasks assigned - specific time allocated (fewer than 6 hours) 	Contact information					
Other: <ul style="list-style-type: none"> - will not handle money - no unsupervised interaction with children or the vulnerable - wear identification of volunteer - may be photographed - must sign-in at activity - may not photograph activity 						
Recognized, where possible: <ul style="list-style-type: none"> - Manor Park Chronicle; Annual Report; Social Media 						
Summer Day Camps	Personal	Requirements		Training		Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA	Polices & Procedures	
	Contact info					
Overview: <ul style="list-style-type: none"> - assist with delivery of programs to campers - wear volunteer identification 	Resume	Required, if 18+ years	Recommended, First Aid	Required	Required	
Other: <ul style="list-style-type: none"> - 12+ years recommended - will be photographed - must sign-in - may not use personal electronics at camp - may not photograph activity 						
Recognition: <ul style="list-style-type: none"> - Manor Park Chronicle, Annual Report; Social Media 						

Outdoor Rinks	Personal	Requirements		Training		Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA	Polices & Procedures	
	Contact info					
Overview: <ul style="list-style-type: none"> - preparation and maintenance of ice surfaces - work when available or when called - follow instructions of Rink Attendant, as applicable - working alone is discouraged 	Contact information	Recommended: Level 3: Vulnerable Sector	Recommended: AED			To operate John Deere: Safety & Operational Training
Other: <ul style="list-style-type: none"> - heavy lifting - able to work in cold outdoor conditions - safety equipment not provided - operation of John Deere tractor prohibited unless approved and mandatory safety training completed - may be photographed - should identify self to Rink Attendant - no key access to buildings - no unsupervised interaction with children, or the vulnerable - may not photograph activities 						
Recognized: <ul style="list-style-type: none"> - Manor Park Chronicle, website, Annual Report, social media, where possible 						
Community Gardeners	Personal	Requirements		Training		Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA	Polices & Procedures	
	Contact info					
Overview: <ul style="list-style-type: none"> - prepare, water and maintain indoor and outdoor gardens - may interact with school, camp, other gardeners - follow gardening guidelines as posted - follow direction of MPCC staff, as applicable - care for equipment - share gardening knowledge 	Required: Contact information Recommended: Resume	Required, 18+ years: Level 3: Vulnerable Sector		Recommended		
Other: <ul style="list-style-type: none"> - organic gardening philosophy - physical work required - no unsupervised interaction with children or the vulnerable - will be photographed - may not photograph children - limited equipment provided 						
Recognition: <ul style="list-style-type: none"> - Manor Park Chronicle, signage, Annual Report; electronic newsletters, social media 						

Instructors, Arts	Personal	Requirements		Training	Polices & Procedures	Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA		
	Contact info					
Overview: <ul style="list-style-type: none"> - for single event workshops (ie Manor Park Talks, Brainers) - may be for multi-week sessions (ie knitting circle, Manor Park Strings) 	Per Arts Supervisor: Resume OR contact information	Required, if 18+ years: Level 3: Vulnerable Sector	Recommended: AED	Where scheduled: Required	As directed by Supervisor	
Other: <ul style="list-style-type: none"> - 18+ years - wear volunteer identification, as applicable - may be photographed - building access restricted by Arts Supervisor - may not photograph activities with children 						
Recognition: <ul style="list-style-type: none"> - signage, Manor Park Chronicle, electronic newsletters, Annual Report, social media 						
Instructors, Sports	Personal	Requirements		Training	Polices & Procedures	Other
	Resume	Police Record Check	First Aid / CPR or AED training	AODA		
	Contact info					
Overview: <ul style="list-style-type: none"> - assist with delivery of sport or activity - follow direction of MPCC staff, as applicable - may be scheduled - may be drop-in 	Where scheduled Resume: Drop-in: Contact information	Where scheduled, and 18+ years: Level 3: Vulnerable Sector	Recommended: AED	Where scheduled: Required	As directed by Supervisor	
Other: <ul style="list-style-type: none"> - 16+ years - Wear volunteer identification, as applicable - Understanding of sport / activity, recommended - Understanding of physical literacy - Understanding of long-term athlete development model - May be photographed - Will not have key access to building - May not photograph activity 						
Recognition: <ul style="list-style-type: none"> - Manor Park Chronicle; website; Annual Report; social media; electronic newsletters 						

Volunteer Hours for High School Credit

Many of our volunteer opportunities are perfect for credit towards high school volunteering hours! To earn credit, volunteers must present themselves to the MPCC staff upon arrival at a shift. Paperwork must be completed by the student and presented to MPCC staff for signature at the end of a shift.

The Fine Print

Photographs: With cell phones, taking pictures is so easy! But, some residents have told us that they do not want any family member photographed. To respect their wishes, volunteers are prohibited from photographing our activities. We will be happy to take your picture (or video) though – but only with your permission.

Borrowing stuff: Volunteers may not borrow or sign-out equipment except by written arrangement of the Arts or Sports Supervisor.

Making purchases: Volunteers seeking reimbursement for purchases, must receive approval for the expenditure from the Arts or Sports Supervisor in advance. Receipts must be submitted to the Supervisor for approval and reimbursement. Statements are not accepted in lieu of receipts.

Absenteeism: In event that you will be absent, please notify the Supervisor – by phone, text or email – as soon as possible. Please remember that we not be receiving office emails outside of business hours.

Cancellations of an activity: You are encouraged to follow us on facebook, twitter and instagram – for up-to-date news of unforeseen developments that might impact your volunteer duties. These may include inclement weather (dress for the weather!), natural events (like tornados, earthquakes, flooding) or power failure.

Substance Use: Smoking, vaping, tobacco, cannabis and illegal drugs are prohibited at all volunteer locations and on all volunteer assignments. Volunteers must be 'fit for duty'.

Harassment or Violence: Harassment and violence, implied or threatened, will not be tolerated from volunteers or towards volunteers.

Change of job assignment: We love happy volunteers! That is why we always try to match a volunteer to a task at which they will be successful. But sometimes needs change and volunteers may be re-assigned to alternate jobs – or even terminated – without any notice.

Phones: Calls may be placed on phones located in the Manor Park Community Centre by direct dialing. Volunteers are asked not to place long-distance calls. Phones are restricted to brief personal use or MPCC business only.

Computers: MPCC computers are not available to volunteers except by specific arrangements with the Arts or Sports Supervisor.

Personal or confidential information: From time to time, a volunteer may become aware of personal or confidential information. As a volunteer, you agree not to disclose any such information except as approved by Supervisors.

The Media: Should you as a volunteer be approached by the Media for a comment, you must tell them that can only speak for yourself as you are not authorized to speak on behalf of the MPCC.

You don't get paid! A reminder that by volunteering, you agree and acknowledge that you will not receive any remuneration, salary, wage, payment or benefit of any type. But you will feel great!

Celebrate Volunteering!

International Day of the Volunteer: December 5

National Volunteering Week: 3rd week of April