

## **VOLUNTEER HANDBOOK**

October 25, 2018, updated December 4 2018; October 2021 (proof of Covid-19 vaccination ) November 2025

### **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 promises to create community connections, foster personal growth, and collectively share fun.

The MPCC is a trusted provider of recreation, licensed child care and events serving participants from the greater Ottawa community. Since 1987, our work has been done year-round by a talented team of volunteers and employees. We manage the Manor Park Community Centre, are the lead agency at 1805 Gasse, and program in the Manor Park Public School.

We want to be the heartbeat of the community!

### **Our Values**

Belonging Creativity Excellence Inclusion Integrity Fun

### **Our Approach**

As a community-based not-for-profit, we are responsible to Ottawa residents when delivering our recreational programs, licensed child care and events. This is demonstrated by meeting community needs with care and enthusiasm. Our greatest strength is our employees and volunteers, whom we treat with dignity and respect. Pride in our community spaces, parks and sports amenities is reflected in the safe and friendly spaces we create. Trust and collaboration are built through open communication. We practice fiscal responsibility.

### **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, Pints in the Park, 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.**

**In the 2025-2026 rink season, we are bringing back teams of volunteers to help with ice maintenance. Teams of 3 individuals will come out to work with our Rink Attendants to scrape and flood the hockey rink and pleasure puddle.**

Instructors (Arts): We are generous when defining the ‘arts’! Volunteer opportunities include sharing a passion or some unique knowledge at a single evening event or in a multi-week session. 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, basketball, 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.

- email ([volunteer@manorpark.ca](mailto:volunteer@manorpark.ca))
- apply online

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

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

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"> <li>- preparation and maintenance of ice surfaces</li> <li>- work when available or when called</li> <li>- follow instructions of Rink Attendant, as applicable</li> <li>- working alone is discouraged</li> </ul>	Contact information	Recommended:  Level 3: Vulnerable Sector	Recommended:  AED			
Other: <ul style="list-style-type: none"> <li>- heavy lifting</li> <li>- able to work in cold outdoor conditions</li> <li>- safety equipment not provided</li> <li>- may be photographed</li> <li>- should identify self to Rink Attendant</li> <li>- no key access to buildings</li> <li>- no unsupervised interaction with children, or the vulnerable</li> <li>- may not photograph activities</li> </ul>						
Recognized: <ul style="list-style-type: none"> <li>- Manor Park Chronicle, website, Annual Report, social media, where possible</li> </ul>						
Instructors, Arts	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"> <li>- for single event workshops</li> <li>- may be for multi-week sessions</li> </ul>	Resume, contact information	Required, if 18+ years: Level 3: Vulnerable Sector	Recommended:  AED	Required	As directed	
Other: <ul style="list-style-type: none"> <li>- 18+ years</li> <li>- wear volunteer identification, as applicable</li> <li>- may be photographed</li> <li>- building access restricted by Arts Supervisor</li> <li>- may not photograph activities with children</li> </ul>						
Recognition: <ul style="list-style-type: none"> <li>- signage, Manor Park Chronicle, electronic newsletters, Annual Report, social media</li> </ul>						

Instructors, Sports	Personal	Requirements			Training		Other
	Resume	Police Check	Record	First Aid / CPR or AED training	AODA	Polices & Procedures	
	Contact info						
<b>Overview:</b> <ul style="list-style-type: none"> <li>- assist with delivery of sport or activity</li> <li>- follow direction of MPCC staff, as applicable</li> <li>- may be scheduled</li> <li>- may be drop-in</li> </ul>	Where scheduled Resume:  Drop-in: Contact information	Where scheduled, and 18+ years:  Level 3: Vulnerable Sector		Recommended:  AED	Where scheduled:  Required	As directed.	.
<b>Other:</b> <ul style="list-style-type: none"> <li>- 16+ years</li> <li>- Wear volunteer identification, as applicable</li> <li>- Understanding of sport / activity, recommended</li> <li>- Understanding of physical literacy</li> <li>- Understanding of long-term athlete development model</li> <li>- May be photographed</li> <li>- Will not have key access to building</li> <li>- May not photograph activity</li> </ul>							
<b>Recognition:</b> <ul style="list-style-type: none"> <li>- Manor Park Chronicle; website; Annual Report; social media; electronic newsletters</li> </ul>							

## 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 Recreation Coordinator.

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

Absenteeism: In event that you will be absent, please notify the Recreation Coordinator – 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, 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.

Computers: MPCC computers are not available to volunteers except by specific arrangements with the Recreation Coordinator.

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, 2025

National Volunteering Week: April 19-25, 2026