You make a living by what you get.
You make a life by what you give.

>>> Winston Churchill

Questions?
Visit whitby.ca/volunteer or contact the Special Event Team at volunteer@whitby.ca or call 905.430.4300
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Welcome

On behalf of the Town of Whitby, thank you for choosing to contribute your talent and time to our special events.

We are glad to have you on board and we hope that your volunteer experience is rewarding and full of opportunities to grow, learn and contribute.

The Town hosts a number of annual events that help make our community even more welcoming and vibrant. Town events attract more than 75,000 attendees annually. Each year, approximately 165 volunteers dedicate more than 1000 hours to help make our Town events a success.

We value volunteers and are committed to supporting your success. Throughout this Volunteer Handbook you will learn more about how to apply to be a volunteer, roles and responsibilities and of course our events.

We hope this handbook will answer all your questions. With your help, dedication and time, our Town events will continue to be a huge success.

Thank you again for volunteering!

Let’s get started...
What is a Volunteer?

A volunteer is defined as a person who volunteers their time to perform work or supplies a service but does not receive monetary compensation or an intended, future financial benefit.

How to Become a Volunteer

APPLICATION PROCESS:
There are three easy steps to becoming a volunteer.

1. Visit whitby.ca/volunteer to learn more and fill out an online application form to create your volunteer account;
2. Once selected, attend a mandatory volunteer training workshop; and,
3. Sign up for volunteer shifts!

After you have completed your orientation and training you will receive an email with your login information to access the online portal. You can access the portal as often as you like and sign up for as many shifts as you are available.

VOLUNTEER REQUIREMENTS INCLUDE:

- The minimum age to volunteer with Town of Whitby is 14. You must be 14 years old as of the start date of your training.
- Volunteers under the age of 18 require parental/guardian approval.
- References or Police Reference Check may be required.
Events and Opportunities

There are eight annual Town events that you may consider. Information on each of these events can be found at whitby.ca/events

FAMILY DAY – FEBRUARY
Location: Multiple Town facilities
Type: Indoor
Estimated attendance: 2,500
Description: Free activities for the family including skating, swimming, children’s activities, free movies and more.

OPEN STREETS WHITBY – MAY
Location: Main arterial road in Whitby
Type: Outdoor
Estimated attendance: 7,000
Description: The street is opened to people and closed to cars in order to become a paved park for pedestrians, cyclists, skateboarders, rollerbladers and more. Activity hubs and pop up activations featured along the 1.2km route.

CANADA DAY – JULY
Location: Victoria Fields and Port Whitby Marina
Type: Outdoor
Estimated attendance: 6,500 (daytime) and 10,000 (evening)
Description: Live entertainment, kids activities, arts and culture showcase, waterfront activities, food and community vendors and fireworks.

WHITBY IN BLOOM GARDEN TOUR – JULY
Location: Various selected gardens throughout Whitby
Type: Outdoor
Estimated attendance: 5,500
Description: Visit and tour various private and public gardens and properties throughout Whitby.
Events and Opportunities

HARVEST FESTIVAL – SEPTEMBER
Location: Grass Park and Downtown Brooklin
Type: Outdoor
Estimated attendance: 7,500
Description: Enjoy the rich autumn colours and bountiful fall produce in Downtown Brooklin. Event highlights include: Kids Zone, food and community vendors, Farmers’ Market, Activity Zone and live entertainment.

DOORS OPEN – OCTOBER
Location: Various sites throughout Whitby
Type: Indoor/Outdoor
Estimated attendance: 4,500
Description: Various sites throughout the Town open their doors to the public. An opportunity to explore history, culture and architecture of unique buildings, private homes and businesses.

CHRISTMAS IN THE VILLAGE – NOVEMBER/DECEMBER
Location: Grass Park
Type: Outdoor
Estimated attendance: 3,000
Description: Annual tree lighting, festive treats, horse and wagon rides, photos with Santa, carol singing and more.

ANNUAL TREE LIGHTING – NOVEMBER/DECEMBER
Location: Celebration Square
Type: Outdoor
Estimated attendance: 3,000
Description: Local entertainment, festive treats, photos with Santa, annual tree lighting and more.

OTHER OPPORTUNITIES - ONGOING THROUGHOUT THE YEAR
Often the Town participates in one-time events. These may occur periodically where volunteers will be notified to engage and participate as needed.
Training and Orientation

MANDATORY VOLUNTEER TRAINING WORKSHOP

Once your application has been approved you will need to attend a mandatory volunteer training workshop. The workshops will be available for sign up with afternoon and evening sessions being offered. Attendance is required as the workshop will include important information on policies and procedures related to volunteering at the Town of Whitby Special Events. Please inform us if you have any special requirements before attending this workshop.

The general orientation includes information on the Town and special events for which you are recruited.

In addition to the mandatory training workshop, you will be provided with login information for additional training including AODA, Respect in the Workplace and Health and Safety.

ON SITE ORIENTATION

In addition to the workshop you may also receive specific on-the-job training, event specific instructions, site plans and more in advance or on the day of the event, depending on your role. This training will help you understand the necessary information and skills to perform during your volunteer shift.

ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES ACT (AODA) TRAINING AND ACCESSIBILITY

Volunteers are required to read the Accessibility Standards Training Guide and complete the short quiz. Please take the time to read the short manual. The quiz can be returned prior to the training workshop via email, you can also bring it with you when you attend the training workshop.
Roles and Responsibilities

Generally event volunteers assist on event day, including but not limited to: greeters, set-up, clean-up, games/Kids Zone supervision, food collection and recording attendance. The time commitment or shifts available per event is between 3.5 hours and 8 hours.

There are several event roles including:

**Greeter:** Greet visitors to event sites (homes, business or gardens); provide general information, collection of donations and record attendance.

**Set-Up:** Assist in setting up assigned area of the event.

**Tear Down:** Assist in tearing down assigned area of the event.

**Break Person:** Relieve other volunteers of their duties in order for lunch/breaks to be taken.

**Stage Crew:** Assist stage and sound crew as needed.

**Children’s Activities:** Supervise games and attractions, help with line-ups, keep game areas tidy as needed.

**Information Tent:** Greet guests, answer general questions, and hand out stickers/tattoos and provide event information.

**Signage:** Display and set up event signage, as assigned from the site plan.

Appreciation and Recognition

Event volunteers help make Whitby the vibrant, welcoming community that it is. Your time, skills and expertise also help us deliver successful community events. In addition to an annual recognition event, the Town will continue to celebrate and recognize event volunteers throughout the year with various opportunities and initiatives.
Rights of Volunteers

As a volunteer you have rights. Part of our commitment to providing a safe and supportive environment for volunteers is making sure you understand your rights and expectations.

YOU CAN EXPECT TO:

- Receive accurate information;
- Be assigned to a position that reflects your interests;
- Receive training so you can complete your role effectively;
- Feel valued and assist with meaningful activities;
- Receive support and guidance from your supervisor;
- Say NO if a situation makes you feel unsafe or discontinue your services if you have health concerns;
- Receive feedback and recognition for your contributions; and,
- Have your personal information kept confidential.

THE TOWN WILL:

- Treat volunteers with dignity and respect;
- Provide clear outline of the volunteer roles and responsibilities;
- Provide orientation and training, when necessary;
- Keep volunteers informed of new policies and procedures, as needed;
- Track volunteer hours;
- Recognize the volunteer contribution; and,
- Provide safe working conditions.
Volunteer Code of Conduct

As a volunteer, you have the responsibility to:

1. Be enthusiastic, welcoming and polite.
2. Maintain a positive attitude while working at town events and with all your interactions with customers, employees and community agencies.
3. Display respect and professionalism and treat all individuals with dignity.
4. Conduct yourself as a representative of the Town of Whitby.
5. Respect and abide by all policies and procedures that pertain to a volunteer and the Town of Whitby.
6. Report to assigned work place on time.
7. Refrain from use of profane, insulting and otherwise offensive language.
8. Contribute to a positive environment.
9. Understand and execute all your duties to the best of your ability.
10. Value and support other volunteers and employees.
11. Always keep the safety of volunteers, participants and spectators in mind.
12. Report to your Supervisor any hazard or unsafe condition that you may encounter.
Policies and Procedures

ACCESSIBILITY
The Town is committed to providing an accessible environment in which residents, visitors and employees have equitable access to municipal programs, services and facilities in a way that respects the dignity and independence of each individual. Training will be provided.

APPROPRIATE ATTIRE
Volunteers will be provided with safety vest and name tags. It is important to wear comfortable clothing and closed toe shoes for set-up. You should be prepared for all types of weather and bring a change of clothes and/or footwear.

ATTENDANCE
Volunteers are expected to report to their assignment as scheduled. Volunteers should provide at least 48 hours notice if they are not able to attend their shift.

CODE OF CONDUCT
Town events are family-friendly and volunteers should refrain from bad language or gestures. Volunteers must adhere to the Town’s Public Code of Conduct which is available online at whitby.ca/en/code-of-conduct.asp

CUSTOMER SERVICE
The Town is committed to providing excellent customer service. As a volunteer you will provide a positive experience for the visitors by being welcoming, polite and courteous.

EMERGENCY PROCEDURES
All volunteers will be trained on the Emergency Action Plan as related to their specific event. This is a document that outlines specific emergency procedures and how to respond.

HEALTH AND SAFETY
The Town is committed to ensure a safe and healthy environment for everyone. Both staff and volunteers are responsible for safety. The mandatory volunteer training workshop includes accident and incident reporting, respectful behavior, WHMIS Training, weather conditions and safety around the event sites.
INSURANCE
The Town’s insurance program provides general liability coverage for registered volunteers acting within the scope of their duties under the direction of Town staff. Volunteers are responsible for insuring their own vehicle, aircraft, watercraft and their own belongings. Volunteers must sign a volunteer registration form and complete the Town’s volunteer training workshop and on site orientation session.

The Town has Limited Accident Benefits coverage that provides insurance to registered volunteers up to and including 80 years of age for accidental injury, death or dismemberment.

LUNCH/DINNER AND REST BREAKS
Depending on the length of your shift, you may be scheduled for a break. As a general rule, a 30 minute break is provided for every five hours of continuous volunteering. Note that some events have designated areas for breaks and a lunch/dinner may be provided. Drinks and water are always available for volunteers at the information tent.

MEDIA
If you are approached by the media please direct them to your supervisor or Town staff.

MUNICIPAL AND PROVINCIAL POLICIES
The following Town Policies and other legislation apply to all volunteers and will be covered at the mandatory training workshop:

- Corporate Media Relations Policy
- Respect in the Workplace
- Smoking in the Workplace
- Town of Whitby Code of Conduct
- Municipal Freedom of Information and Protection of Personal Privacy Act (MFIPPA)

PERSONAL PROPERTY
Please do not bring value personal items such as laptops, camera, tablets or speakers to your volunteer shift. Small bags can be left at the information tent where a staff person is on duty through the full event.
Policies and Procedures

PHOTOGRAPHY
Professional and volunteer photographers, videographers, and other media outlets may be present at Town events and you may be photographed. A photo waiver is included in the volunteer application form.

TRANSPORTATION AND PARKING
Volunteers must find their own transportation to and from all events. Plan your travel and parking and ensure you leave enough time to arrive to the event site before the start of your shift.

VOLUNTEER CHECK-IN/INFORMATION TENT
Volunteers should report to the information tent or to the specific event site location. A staff person will greet you and provide any on site training including emergency training as required for the event day.

VOLUNTEER RIGHT OF REFUSAL DUE TO HARASSMENT
If a volunteer feels unsafe or threatened, they should be aware that they have the right to refuse work and report it to their supervisor immediately.

VOLUNTEER RIGHT OF REFUSAL DUE TO UNSAFE WORK
A volunteer who feels that what they are being asked to do is unsafe has the right to refuse to do it and is required to report it to the supervisor on site immediately.
EVENT VOLUNTEERS

SUPPORT... 8 Town-Events
Family Day, Doors Open, Canada Day, Whitby in Bloom, Harvest Festival, Open Streets, Christmas in the Village, Christmas Tree Lighting

160+ Volunteers
AND GROWING...

CONTRIBUTE...
1000+ Volunteer Hours

AND WELCOME...
75,000+ Event Attendees

*Updated as of March 2020
Town Hall
575 Rossland Road East
Whitby, ON
L1N 2M8
905.430.4300
E: volunteer@whitby.ca
W: whitby.ca/volunteer

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