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Parks Canada National Volunteer Program

Guidelines



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National Volunteer Program Guidelines

Parks Canada Agency National Volunteer Program
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Volunteering is a key building block of Canada's social structure and values and Parks Canada has benefited greatly from the involvement of volunteers since the creation of the first protected area in Banff. The National Volunteer Program was created in 1979. In 2010/2011, volunteer activities took place in all field units, involving more than 6,000 volunteers. Our volunteers help us in our efforts towards achieving Parks Canada Agency's (PCA) vision: "Canada's treasured natural and historic places will be a living legacy, connecting hearts and minds to a stronger, deeper understanding of the very essence of Canada."

Volunteer activities are outreach and engagement activities to involve Canadians who want to contribute to Parks Canada's mandate. Through volunteering, Parks Canada is fostering a higher level of involvement, a connection to our places and support for our mandate.

Parks Canada offers a diversity of volunteer activities and reaches many volunteers with different interests. Activities include research support, historical re-enactments, archaeological digs, wildlife surveys, weed pulls, bird counts, period-costume creation, campground hosting, and conservation of historical artefacts. Volunteers also support the organization of special events such as Canada's Parks Day.

The vision of the National Volunteer Program reaches out to volunteers and recognizes their contribution to protecting Canada's treasured places: "Parks Canada and volunteers share ideas, knowledge, talent and skills to build a legacy for Canada's natural and historic treasures. By lending a hand, Parks Canada volunteers feel connected, enrich their lives and make a difference."

Three objectives support the achievement of the Vision of the National Volunteer Program:

- Parks Canada offers a diversity of volunteer activities that meets the needs and interests of Canadians and creates a connection with Parks Canada.
- Volunteer activities enhance Parks Canada's ability to deliver its mandate by involving Canadians that are motivated and have knowledge and energy to share with us.
- Parks Canada delivers an efficient and effective program that integrates appropriate risk mitigation mechanisms.

The purpose of the National Volunteer Program guidelines is to equip employees with the basic knowledge to develop and manage volunteer activities. Proper planning and management of volunteer activities enables Parks Canada to gain immensely from the enthusiasm, expertise and dedication of volunteers, as they benefit from a meaningful experience. It is also clear that, while volunteers enhance Parks Canada programs and activities, they do not replace employees, at any time.

Appendix A provides a checklist that can serve as reminder of the information found in these guidelines.

Parks Canada supports the principles and standards outlined in the *Canadian Code for Volunteer Involvement* (CCVI) developed by Volunteer Canada to foster the development of the volunteer sector within the not-for-profit areas in Canada.

Chapter 2: Volunteers in the Workplace

2.1 Definition of “Volunteer”

The directive for the *National Volunteer Program* defines a volunteer as an individual, a group or an organization that, without salary or wage, contributes time and talent to an activity and has signed a Volunteer Form.

Volunteers come from every walk of life:

- Professionally-trained people who have retired and still want to contribute
- Youth who want practical experience before breaking into the job market
- Students who require volunteer placement hours from their educational institution
- Community groups and clubs that offer volunteer time related to their organizational goals
- Individuals who provide time on behalf of their employer or with their support
- Individuals and families who want to learn about and spend time in our protected places, and contribute to the special places they enjoy
- Individuals with special needs who find a rewarding experience at our protected places

Volunteers enhance Parks Canada programs and activities and **do not replace employees**, at any time. A volunteer activity always complements the work of employees. Specific information is provided in Chapter 4: Planning.

2.2

Expectations and Responsibilities

The table below provides an overview of what volunteer can expect when volunteering with Parks Canada.

Volunteers can expect to:
Be welcomed and respected by Parks Canada employees
Participate in an activity that is worthwhile, challenging and provides learning and growth
Be informed about details of the activity and impact of their contributions
Perform volunteer activities that have been planned clearly and in advance
Receive orientation, support and all necessary equipment and materials to complete activity safely
Perform volunteer activities in a safe environment
Receive advice and support from a designated supervisor
Receive appropriate recognition
Be reimbursed for previously approved out-of-pocket expenses

It is also important to identify shared responsibilities to develop respectful relationships in volunteer activities. The table below presents responsibilities for volunteers and for Parks Canada.

A Volunteer has the responsibility to:
Recognise risks and not exceed individual physical and skill limits
Use necessary equipment and orientation to complete the activity safely
Demonstrate professional behaviours towards Parks Canada employees, other volunteers and the public
Follow organizational guidelines, Volunteer Supervisor instructions and volunteer activity description provided in the Volunteer Activity Description Form
Perform activities with care and diligence
Use time wisely
Acknowledge the need for orientation and participate fully
Consult with supervisor when unclear on policy or activities
Give constructive feedback that will improve effectiveness of the volunteer activity
Accept supervisor feedback and adjust volunteer activities accordingly
Not place herself/ himself or others at risk

Parks Canada has the responsibility to:
Develop volunteer activities that will be meaningful and worthwhile for volunteers and will make a real contribution to the place
Develop volunteer activities that support the place's activities or programs
Provide insurance to volunteers
Provide and maintain a safe and healthy volunteering environment
Provide proper orientation to the volunteer activity and to Parks Canada
Provide the level of support, resources and instructions agreed in the Volunteer Activity Description Form
Maintain effective dialogue and build constructive relationships with volunteers
Assess volunteer activities and incorporate changes as necessary to improve the National Volunteer Program
Recognize efforts provided by volunteers
Protect personal information of the volunteers
Document progress and deficiencies of volunteer activities and act upon these

Chapter 3: A National Volunteer Program at Parks Canada

3.1 Roles and Responsibilities for the National Volunteer Program

External relations function oversees the Parks Canada National Volunteer Program with the goal of professionalizing volunteer management, but the program belongs to all Parks Canada employees, in all functions. The table below provides specific information on roles and responsibilities for the National Volunteer Program. The directive for the National Volunteer Program provides clear information on accountabilities.

Roles	Responsibilities
National Coordination and Program Development ER Branch in ERVE Directorate coordinates the National Volunteer Program.	Research, trends and social science
	Directives, policies and guidelines (recognition, groups, activities, etc.)
	National tools (forms, templates, recognitions, etc.)
	Orientation tools development and support
	Program development including national partnering opportunities
	Information management including system development
	Risk management and liability
	Insurance renewal and management
	Annual reporting for Parks Canada
Expert Advice and Support ER Branch provides advice and support Stakeholders/partnering specialists East and West in Service Centres provide support	Advice on activities and program development support (process, stakeholder relationships, etc.)
	Support to multi field units opportunities and facilitate participation in national volunteer initiatives/ partnering arrangements
	Information sharing and networking amongst business units
	Volunteer management training delivery to volunteer coordinators and supervisors
Coordination National Office branches, Service Centres and Field Units have a coordinator. Some may have multiple coordinators (e.g.: places coordinators).	Program reporting for their business unit for the Parks Canada annual report
	May explore innovative volunteer opportunities and coordinate implementation
	Business unit coordination of volunteer supervisors including information sharing and appropriate use of forms, guidelines and policies
Approvals Managers (level 4 delegation authority)	Accountable for all volunteer activities in its work unit and must sign the Volunteer Activity Description Form
	Can delegate volunteer supervisor to sign Individual/Group Volunteer Form on his/her behalf when appropriate
Supervision Any Parks Canada employee can, with the support of their manager, develop volunteer activities at all levels of the organization and for all program activities.	Development and management of volunteer activities including appropriate management of personal information collected with the approval of managers, if the supervisor is not in a management position at a level 4 authority, minimum
	Support and guidance to volunteers involved in volunteers activities including safety procedures and risk management
	Use of appropriate forms, guidelines and processes for volunteer activities at Parks Canada places
	Collect data for the annual report

The success of a volunteer program depends largely on effective development and management of the volunteer activity, and the creation of good relationships between Parks Canada employees and volunteers. Any Parks Canada employee can be a volunteer supervisor and become the direct contact for volunteers. If not in a management position, the volunteer supervisor must seek the approval of an employee in a management level position (level 4 delegation authority) to develop volunteer activity and supervise volunteers. Managers are always accountable for volunteer activities and must approve all Volunteer Description Activity Forms. Managers may ask volunteer supervisors to sign the Individual/Group Volunteer Form on his/her behalf.

Managers will also ensure that colleagues and union-management committees are appropriately consulted when creating volunteer activities. Volunteers are not an alternative to paid employees, nor are they a “free” resource – managing volunteers takes time, efforts and resources. Managers will also take time to recognize the efforts of volunteer supervisors.

All Parks Canada employees that are in contact with volunteers have the responsibility to express our brand in how we look, act and sound when interacting with them. Volunteers who will interact with visitors must also be able to express the brand and be aware of Parks Canada quality standards for visitors.

3.2

Union-Management Consultation

It is good practice to consult with local Union representatives about potential volunteer activities early on in the planning process and to identify the best way to involve the Union in volunteer activity development. Union-management consultation committee meetings can be a good forum for discussing volunteer activities new and ongoing activities. It is important to inform union representatives about the role of the volunteers, their relationship with unionized employees, and the diversity of volunteer activities.

Volunteer activities must neither interfere with the tasks performed by Parks Canada employees nor be developed to replace a position or tasks that are performed by an employee. Volunteers shall never perform the duties of striking employees. Within these boundaries, volunteer activities can happen in all program activities enhancing Parks Canada services and activities.

Personal information collected from volunteers includes full names and address, e-mail, phone number and emergency contact information. E-mails and phone numbers are optional information. Parks Canada also compiles number of hours completed by each volunteer, the number of volunteers in each activity and a description of activities in which volunteers were involved. Parks Canada collects this information to provide overarching statistical data about the National Volunteer Program.

Insurance rates are based on number of volunteers involved with the National Volunteer Program. When shared with the insurance company, aggregate numbers are put together by Parks Canada places and no personal information is released. The only case in which personal information will be shared with the insurance company is when a claim is filed. In such an instance, the volunteer will be personally involved and informed during the process.

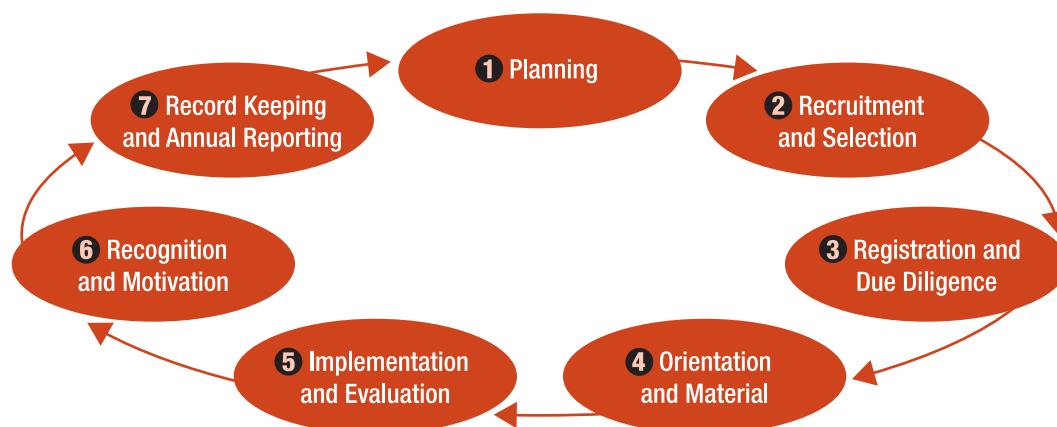
Parks Canada's insurance provider has identified some volunteer activities that are high-risk if risk management is not properly done. Information including numbers of volunteers involved in each of potentially high risk activities, risk management, and risk mitigation means are reported to our insurance provider.

To measure the effectiveness of our volunteer activities and determine whether volunteers felt they were meaningfully engaged in the protection and presentation of Parks Canada's administered places, Parks Canada may also survey its volunteers. Their participation is on a voluntary basis. If they agree to take part in surveys, personal information will be used to send such a survey via mail or e-mail.

All personal information collected is subject to the *Privacy Act*. A volunteer's file, including all the mandatory forms, must be filed in a secure, locked cabinet. This information is not to be shared with anyone under any circumstance, unless the volunteer is advised in advance and gives prior consent to the release of the information. The central electronic database is protected and its content must not be shared either. For insurance purposes, electronic and paper forms are kept on file for thirty (30) months following the completion of the activity or thirty (30) months after the volunteer's 18th birthday. Aggregated data, such as name of the volunteer and total number of hours volunteered per year, may be kept in file for recognition purposes.

Parks Canada Volunteer Management Cycle

The Parks Canada Volunteer Management Cycle is based on good practices from well known organizations in this sector and from our experience since the creation of the Program. By planning volunteer activities following the steps from the cycle, these activities will meet the required standards and will be valuable experiences for Parks Canada employees and for the volunteers. The graph and the table provided below present the National Volunteer Program Cycle. Each step of the cycle is explained in subsequent sections of this document.



Parks Canada Volunteer Management Cycle		
1	Planning	<ul style="list-style-type: none"> Objectives for the volunteer activity Needs assessment Risk assessment
2	Recruitment and Selection	<ul style="list-style-type: none"> When, how, where to find volunteers Promotion Matching volunteers with the right activity
3	Registration and Due Diligence	<ul style="list-style-type: none"> Completing volunteer forms Managing potential risks Establishing reimbursement procedures
4	Orientation and Material	<ul style="list-style-type: none"> Identifying Volunteer Supervisor and establishing a relationship with the volunteer Provision of information, tools and material related to the volunteer activity to volunteers selected for it
5	Implementation and Evaluation	<ul style="list-style-type: none"> Ongoing monitoring, feedback and support including scheduling and communications Assessing volunteer activity
6	Recognition and Motivation	<ul style="list-style-type: none"> Thanking, honouring and retaining volunteers
7	Record Keeping and Annual Reporting	<ul style="list-style-type: none"> Completing information database Producing annual report Revising the protection of information

Chapter 4: Planning

The planning phase of the volunteer activity is the most important step of the cycle. Careful and considered planning up front will make the rest of the Volunteer Management Cycle steps easier and will prevent many issues from arising later on during the activity.

Trends in volunteering are evolving. New audiences bring new needs and the type of activities that interest Canadians are changing. It is important to get information about trends in order to develop volunteer activities that will reach target audiences where there is a potential for growth.

Before considering volunteers as a potential resource, the following must be taken into account:

- Volunteers must enhance Parks Canada programs and activities and not replace employees, at any time. They must perform activities complementing the work done by employees.
- Volunteers cannot be responsible for law and regulations enforcement.
- The potential impact of volunteer activities on natural and cultural resources integrity must be taken into account to minimize the impacts on vulnerable resources.
- Volunteers are defined as persons granted access to the work place as per Canada Labour Code, Part II provisions, and, as such, volunteers must have access to a safe environment.
- A risk assessment must be completed to determine the potential risks associated with the activities, along with the means to mitigate these risks. The Volunteer Activity Description Form allows you to describe risks and mitigation measures.
- Only selected volunteers who have successfully completed the necessary training and have the right credentials are allowed to perform high-risk activities in carefully planned and monitored situations if needed (for example, scuba diving, horse riding, black powder weapons handling).
- All the available resources for implementing volunteer activities must be determined, including total staff time required for planning, recruiting, orientation, implementation and evaluation, as well as materials, equipment and costs associated with the volunteer activities.
- Planning must include appropriate orientation for volunteers, including prevention and risk mitigation when applicable.

A number of tools have been developed to support the development of volunteer activities including forms, best practices and research reports. Best practices and research reports can help to identify the best options to develop volunteer activities and get information from colleagues who have had success in similar areas. Appendix B provides a description of the forms available to develop your activities. Appendix C provides links

and resources to inform the development of your volunteer activities. All resources are also available on the Intranet site for the program at: Our Work > External Relations > Programs and Initiatives > National Volunteer Program.

4.1

Priorities

In designing volunteer activities, it is important to consider how they can meet the needs and interests of potential audiences, but also how they can enhance Parks Canada's ability to achieve its mandate and how they support the specific priorities of the place. Engaging Canadians in meaningful volunteer activities will help to establish connections, raise awareness and foster support.

Priorities of the National Volunteer Program are to develop volunteer activities in five categories to reach specific target audiences. The table below presents the five priority categories for development of volunteer activities:

Categories of volunteer activities	Special Events (concerts, festivals, sports events, community events, etc.)	Caretakers (weed pulling, shore cleanup, dune restoration, etc.)	Research Support (monitoring, wildlife and archaeological research, etc.)	Host Programs (campground hosts, parks ambassadors, etc.)	Living History (costume interpretation, re-enactment, etc.)
Connection to Parks Canada	Foster initial connection to Parks Canada		Foster deeper connection to Parks Canada in, usually, recurrent or longer term activities		
Geographic area	Local or regional cities (CMAs) Visitors		Local communities		
Priority audiences	Young adults Families Corporate and employer-supported		New retirees (including Parks Canada retirees) Surrounding communities Community groups		

4.2

Volunteer Activity Description Form

The Volunteer Activity Description Form must be used to develop volunteer activities. Once completed, it must be signed by your manager if you are not in a management position (level 4 delegation authority). The Volunteer Activity Description Form is the most important form to complete. It is used to plan your volunteer activity. It will guide you in defining roles and responsibilities for both employees and volunteers, describing the work to be done, skills and resources required. The completed Volunteer Activity

Description Form will have an impact on recruitment, employee/volunteer relationships and recognition of achievements. The form:

- Clarifies roles, responsibilities and anticipated outcomes
- Provides a basis against which individual performance and volunteer activity can be assessed
- Provides a basis for mutual understanding of the activity by the volunteer and the Volunteer Supervisor and Volunteer Coordinator
- Identifies a link between the activity, the work plan and the cost centre budget
- Identifies volunteer orientation needs
- Identifies necessary resources to conduct an activity
- Assigns the volunteer to an appropriate supervisor
- Identifies potential risks with certain activities and plans for the management of these risks
- Clarifies the degree of autonomy for the volunteer

4.3

Volunteer Activity Risk Analysis

Risk management is an intrinsic and essential part of the National Volunteer Program because it mitigates risk to volunteers, Parks Canada employees, visitors and the Crown. Volunteers are deemed “persons granted access to the work place” per Canada Labour Code, Part II provisions, and as a representative of the employer, Parks Canada must ensure the following:

- Provide volunteers with all prescribed safety materials, equipment, devices and clothing;
- Ensure that volunteers are familiar with and use in the prescribed circumstances and manner these prescribed safety materials, equipment, devices and clothing;
- Ensure that volunteer activities do not endanger the health and safety of employees; and
- Ensure that volunteers are informed of every known or foreseeable.

An analysis of the risks of a volunteer activity must be done on the Volunteer Activity Description Form. The form also includes information on mitigation measures. This form is used to promote the volunteer activity and is available to potential volunteers. It must be read by volunteer before they sign either the Individual Volunteer Form or the Group Volunteer Form. The representative of a group is in charge of sharing the form with its participating members. These measures are in place to ensure that volunteers are made aware of the potential risks of the activity, understand them and know what Parks Canada has done to mitigate the risks.

Among the risks that can be evaluated are the following:

- Risk for the health of the volunteer (rough trails, sharp tools, burns, chemicals products, operation of equipment, etc.)

- Risk of theft or damage to the place
- Risk of any behaviour damaging the image of Parks Canada
- Risk of inappropriate behaviour toward vulnerable persons
- Risk of behaviour posing a danger to volunteers or those around them (employees, public or other volunteers)

In some cases, relevant health and safe work practices apply for volunteer activities and volunteers will sign appropriate forms. The Occupational Health and Safety Committee for the field unit can support you in defining the risks, identifying appropriate mitigation measures and they may suggest applicable safe work practices. If volunteer activity happens in a building, volunteers must be informed of emergency evacuation procedures.

Additional points to consider:

- To reduce risks associated with volunteer activities, selection is a vital part of the volunteer recruitment process. It may include security screening, health checks for some high-risk activities, reference checks and interviews depending on the activity requirements.
- Due diligence is crucial when volunteers are enlisted to enhance activities that include a vulnerable population such as children, seniors or people with special needs. A security screening must be obtained in such cases (see section 5.3 for more information).
- Provision of orientation that is appropriate to the complexity of the activity is another important step in managing risks. This will be followed by adequate supervision of volunteers by Parks Canada employees.

In case of a serious incident, a Volunteer Incident Report Form and/or a Volunteer Vehicle Report Form must be filled. All Parks Canada volunteers are covered by our insurance if they have signed the Individual/Group Volunteer Form and if the form is accompanied by the Volunteer Activity Description Form. You can also refer to Directive 2.6.2 Reporting of Serious Incident.

4.4

Use of Volunteers to Support Response to Emergency Situations

Under exceptional circumstances where volunteers may be involved in emergencies, the manager in charge must ensure that volunteers are adequately trained, supervised and equipped for their role.

Parks Canada may use established volunteer organizations like search and rescue societies/groups during emergencies. Guidance for these working relationships is to be included in the place's Visitor Safety Plan. Provincial memoranda of understanding and/or local letters of agreement will specify activities, equipment-sharing parameters, cost allocations among other things and will accompany the Group Volunteer Form along with the Volunteer Activity Description Form.

4.5

Allocating Resources for a Volunteer Activity

4.5.1 Time of Employees

The engagement of volunteers requires a time commitment from Parks Canada employees. The Volunteer Supervisor will be required to allocate time towards planning, coordinating, promoting, evaluating and reporting on volunteer activities, amongst other things. If not in a management position (minimum level 4 authority), the volunteer supervisor must seek manager approval on the Volunteer Activity Description Form before proceeding with the creation of a volunteer activity.

4.5.2 Budget

It is important to determine the appropriate and available human and financial resources for the volunteer activity. Resources for the administration of activities under the National Volunteer Program are allocated locally. Managers must ensure that volunteer activities are of sufficient worth and duration to justify administrative costs such as the following:

- Employees' time
- Promotional/informational material
- Activity materials and equipment
- Compensation for volunteers' out-of-pocket expenses
- Tokens of appreciation (certificates, etc.)

National Office covers the costs of the national insurance, national recognition material, certificates templates, and the development of some related national program components when applicable.

4.6

Collaborating with organizations

Many businesses and groups such as cooperative associations, colleges and universities, volunteer centres, youth groups (Scouts, schools, etc.), corporate with volunteer programs and community groups and clubs, organise volunteer outings for their staff or members. Parks Canada can work with these groups to identify volunteer opportunities that meet their needs and interest. Some important considerations to consider:

- The volunteer activity is beneficial for Parks Canada, for the group and for volunteers
- The volunteer supervisor at Parks Canada must fill the Volunteer Activity Description Form and get approval from its manager (level 4 delegation authority)
- When Parks Canada welcomes volunteers from these groups, they must sign the Group Volunteer Form (even if they have their own insurance).

The Volunteer Activity Description Form plays the role of the agreement between the two organizations and a partnering agreement must NOT be used if the only relationship that we have with the group is the volunteer

activity. However, if the volunteer activity is part a larger partnering initiative in which a partnering agreement is in place, the volunteer activity can be mentioned in the agreement. It is the same if a contract is in place. Forms must still be completed: Volunteer Activity Description Form and Group/ Individual Volunteer Form.

Chapter 5: **Recruitment and Selection**

Once the Volunteer Activity Description Form is completed and approved by the manager, promotion and recruitment can start.

5.1 **Promoting Volunteer Activities**

Once your volunteer activity is well planned, and a target segment of the population is identified as a potential volunteer source, a recruitment plan can be developed and implemented. It includes key messages and a promotion and communications plan. You might want to draw on the expertise of communications and media relations colleagues to help you create an effective communications plan. Parks Canada may undertake a number of actions to recruit volunteers for specific activities such as:

- Pay for advertising, depending on the availability of funds, or obtain free publicity if the opportunity arises
- When possible, enlist the help of local volunteer centres to promote the volunteer opportunity and to help find potential volunteers
- Selectively distribute promotional materials to raise awareness of your volunteer activity within target markets or communities of interest (for example, quilters, and craft demonstrators, wildlife, bird watching)
- Enlist friends, families and returning volunteers
- Encourage local and national media to produce articles featuring volunteers
- Use Parks Canada Web site and social media channels
- Rethink promotional material already produced by the place such as the visitor information flyer to include information about volunteer activities

Understanding motivations of volunteers is important to successfully recruit. Your activity might be geared to learn new things, meet new people, gain work experience, work for a cause, get behind the scenes or share expertise. Tailor your messages to the audience you want to reach and to the potential motivations of this audience.

Communications and media relations experts can also help you determine whether National Office needs to be notified in advance of any promotional effort that may have national impact.

Selection is a vital part of the volunteer recruitment process. Applications must be read carefully to identify appropriate candidates for each volunteer activity. Not everyone who applies to become a volunteer should necessarily be accepted. If the volunteer does not meet the minimum requirements for the activity they will not be accepted for that activity, but, they may meet the requirements for another one. Rejecting volunteers at the selection stage can be done politely, with an explanation of the reasons why, and if possible, a recommendation to consider another activity.

The selection process may also include security screenings, reference checks and interviews. Security screening must never be the sole selecting method used to assess a candidate's suitability for the volunteer activity. Due diligence is crucial when volunteers are engaged to enhance activities intended for vulnerable population such as children, seniors or people with special needs. In these cases, volunteers must be selected carefully, get a security screening and be placed under adequate supervision.

Depending on available time and volunteer activity, an interview with the volunteer applicant may be warranted. The type of questions and process needs to be commensurate with the level of responsibility the volunteer will undertake. Based on the Volunteer Activity Description Form and the risk assessment evaluation that is included in the form, interviewers may ask volunteers if they are in good health and physically able to participate in the activity. During interviews it can be determined whether the proposed activity meets the interest and talents of the individual. As long as applicants meet all the requirements listed in the Volunteer Activity Description Form, they must not be discriminated against based on race, national or ethnic origin, colour, religion, age, gender, sexual orientation or mental or physical disability.

Unsolicited proposals that have merit can be considered depending on the benefits to be obtained. The activity cost (dollars, materials, and employees' time) must be analyzed against its anticipated outcome towards the achievement of the vision and the objectives of the National Volunteer Program, the priorities of the particular field unit involved and the vision and mandate of Parks Canada. Reminder: volunteers enhance Parks Canada programs and activities and do not replace employees, at any time.

Some other eligibility conditions apply to volunteers:

- Persons collecting employment insurance may volunteer, if their duty schedule allows time for job searching.
- Persons receiving other funds for their work (e.g. a student intern having a stipend from outside Parks Canada, or an employer supporting employees' volunteer services) may also volunteer.
- Parks Canada employees, whether full-time, seasonal, or term may be accepted as volunteers if the activities for which they volunteer is not a continuation of the employees' ongoing or completed assigned duties as outlined in their work plans. Since Parks Canada employees are not

eligible for workplace injuries coverage when volunteering, they must fill out an Individual Volunteer Form, so they are covered under the National Volunteer Program insurance policy while doing volunteer activities.

5.3

Security Screening Considerations

Depending on the volunteer activity, a security screening may be required. The need for a security screening must be identified on the Volunteer Activity Description Form. The risk analysis will help you determine if a security screening is necessary.

The Reliability Status security screening process must be undertaken if a volunteer is to have access to sensitive information or valuable assets such as a computer connected to Parks Canada network.

Your Human Resources Officer or security office will provide the Personnel Screening, Consent and Authorization Forms (TBS 330-23E) that will need to be filled out and signed by the volunteer and help you with the process. Security screening can take a few days to a couple of months and the process must be started as early as possible. Volunteers must not start their activity before obtaining the results of the screening and must not be accepted for this specific volunteer activity if they don't get the security screening.

5.3.1 Vulnerable Population

Vulnerable persons or individuals refers to a class of persons who, because of their age, a disability or other circumstances, whether temporary or permanent, are in a position of dependence on others or are otherwise at a greater risk than the general population of being harmed by persons in a position of authority or trust relative to them (for example, children, disabled or the elderly).

If a volunteer activity requires that the volunteer be in contact with a vulnerable population, a Reliability Status security screening process must be undertaken using the same Personal Screening Consent and Authorization Form (TBS 330-23E). The Reliability Status security screening undertaken by the Government of Canada includes a Criminal Record Name Check and confirms residency and employment history.

The Volunteer Activity Description Form must identify the need to be in contact with vulnerable population during the volunteer activity and, therefore, the request for Reliability Status security screening process.

5.4

International Volunteers

International volunteers are often highly trained, competent individuals who are enthusiastic and willing to learn. Because of the costs incurred by international volunteers, the enlisting of a foreign volunteer must be approached with caution. Particular attention must be paid during the selection process, and it is important to ensure that the assigned activity fits the needs of the volunteer and vice-versa.

International volunteering is usually an expensive endeavour for the volunteer, and it is therefore particularly important to make the experience a rewarding and memorable one. A satisfied and well-treated volunteer becomes Parks Canada's best ambassador abroad. The onus is on the volunteer to obtain the required visa or permit to come to Canada and to comply with all the requirements of Citizenship and Immigration Canada. The Parks Canada Web site provides more information on international volunteers.

Chapter 6

Registration and Due Diligence

6.1

Volunteer Forms and Insurance Coverage

Before beginning an activity, all volunteers are required to sign an Individual Volunteer Form. A parent or guardian must co-sign the forms for volunteers who are minors or wards.

If an organization or a group wants to volunteer, the Group Volunteer Form must be signed by the appointed person responsible for the group, on behalf of the organization or group. A list of the names of each person volunteering from the organization must be attached to the Group Volunteer Form. The person responsible for the group is also responsible for obtaining parental or guardian consent for group members who are minors or wards.

The information provided on volunteer forms is protected (confidential) and is not to be released without the consent of the volunteer. At times, where information may be compiled from forms for statistical purposes, no reference is to be made to a particular volunteer, including his or her name.

Only those volunteers who have signed the volunteer form with Parks Canada are covered by the Parks Canada National Volunteer Program Commercial Insurance Policy. Insurance coverage ensures all parties involved in the Parks Canada National Volunteer Program are protected from claims that might arise because of a volunteer activity. If a claim arises, a copy of the insurance information must be provided. It must also be provided at the request of a volunteer. It is available to Parks Canada employees on the Intranet National Volunteer Program main page (Our Work > External Relations > ER Program and Initiatives > National Volunteer Program).

Under the current policy, the following insurance coverage is provided to volunteers and volunteer activities:

- Accidental death and dismemberment
- Accidental medical and dental
- Property
- Commercial general liability insurance

- Abuse liability (in case a volunteer is accused of harassment or abuse)

Claims under this insurance plan will be processed through the National Volunteer Coordinator and then managed directly between the insurance company and the volunteer. It is the responsibility of the volunteer and Parks Canada to prove that there was no negligence by either party. Procedures and Incident Report Form are available on the Intranet.

6.2

Managing Risks

All volunteer activities must be managed within a safe environment. The management of the risks is based on the activity risk analysis carried out in the planning phase on the Volunteer Activity Description Form. It also includes adequate emergency procedures and clear safety directions concerning natural, cultural, infrastructural and human characteristic hazards. Parks Canada volunteer supervisors must ensure that volunteers understand the responsibilities they must accept for their own safety, as well as for the safety of Parks Canada visitors and employees.

Risk Management for volunteers includes:

- Orientation at the place before the start of volunteer activities
- Activity-specific training if required (for example, health and safety, remote travel, activity-based)
- Provision of necessary protective equipment and materials and preventive measures, as required
- Written description of the activity including associated risk management mitigation measures
- Presentation of emergency response procedures with proper explanations

6.3

Use of Parks Canada Resources

The *Public Property Loan Regulations* of the *Financial Administration Act* allows Parks Canada places to lend public property other than real property to volunteers in situations that yield benefit to the government, and that enable the borrower to undertake activities that would otherwise not be possible. For example, Parks Canada may loan scientific equipment and protection equipment such as gloves.

Every loan of public property at Parks Canada places or outside our places for outreach purposes must be included in the description of the activity on the Volunteer Activity Description Form to meet the requirement of the regulation for a written contract (Section 4 of the *Regulations*). Volunteers are responsible for loss or damage to Parks Canada property caused by negligence.

Volunteers are also allowed to drive a government vehicle as per Treasury Board Directive on Fleet Management, Section 5.3.2, but it must be noted in the Volunteer Activity Description Form and deemed necessary to perform the volunteer activity. The National Volunteer Program insurance policy covers only the volunteer itself and not the vehicle or damage to

others. The text below is an excerpt of the Treasury Board Directive on Fleet Management (Light Duty Vehicles):

Individuals who are not government employees (e.g. contractors, volunteers, students) may operate government vehicles or be passengers in government vehicles, and guests or industry representatives may be passengers in government vehicles and be covered under the department's self underwriting policy provided such travel is authorized (government business only) and sound risk management practices are followed in determining the amount of risk the Crown will assume. At a minimum, these practices must include:

Ensuring every driver possesses a valid licence to operate the motor vehicle to which he or she is assigned in compliance with the appropriate provincial or territorial law; and

Determining the most appropriate manner of underwriting the risk to the Crown for damage to the vehicle, driver and passenger injury, or third-party claims.

6.4

Reimbursement of Out-of-Pocket Expenses

Volunteers can be reimbursed for out-of-pocket expenses if these are deemed necessary for the volunteer to successfully complete an activity in the most efficient and safe way. Any resources required that will be reimbursed by Parks Canada must be clearly identified during the planning phase and incorporated in the budget of the manager in charge. Identification of the required resources must be included in the Volunteer Activity Description Form and the total amount of reimbursement included in the Individual/Group Volunteer Form.

Reimbursement must be supported by proper documentation and receipts. The Volunteer Activity Log of Hours and Expenses Form can be used as a tool. More precise administrative procedures are part of the operations of the place and must be discussed with your finance advisors before the start of the volunteer activity

Reimbursement of out-of-pocket expenses should follow basic guidelines as explained below and Volunteer Supervisors must exercise their judgment for each situation. Reimbursements must be pre-approved by the manager. Allowable out-of-pocket expenses under the National Volunteer Program include:

- Travel expenses: Only when volunteers are required to use their private vehicle within the place boundaries and for activities such as ski trail oversight. They will be reimbursed for the kilometres as per the Parks Canada Travel Directive. Parks Canada applies the rates of the National Joint Council.
- Meals: When an activity extends over established meal periods, is in the backcountry or is offsite, volunteers may be reimbursed for their meals or Parks Canada may provide the meals. Meals expenses are to be reimbursement up to the rates established in the Parks Canada Travel Directive. Parks Canada applies the rates of the National Joint Council.

- Training: Only activity-specific training costs applicable to the volunteer activity can be reimbursed and only if such training can't be provided by Parks Canada employees (for example, health and safety and remote travel)
- Extra equipment: Only if specifically tied to the volunteer activity (for example, gardening gloves for invasive species removal or memory card for a volunteer photographer)
- Extra insurance: Only for specific high-risk activities. Volunteers may also be required to provide their own insurance depending on circumstances (for example, scuba diving in high-risk circumstances or participating in search and rescue operations)
- Under exceptional circumstances, daily meals in remote living situations, transportation to place of work, daycare and other related expenses may also be compensated if the volunteer activity justifies the expense and is pre-approved by the responsible manager in accordance with Parks Canada Travel Directive and the rates of the National Joint Council.

Chapter 7: Orientation and Material

All volunteers must receive guidance on the volunteer activity and about Parks Canada. Volunteers must have regular contact, as appropriate, with a Parks Canada employee acting as the Volunteer Supervisor. This contact will ensure that policies and procedures are followed, that the work performance of the volunteer is monitored, and that friendly, harmonious relations are maintained between volunteers and Parks Canada employees.

7.1 Orientation

All volunteers must receive an orientation to Parks Canada and the place where they will be volunteering. They should feel welcome and be greeted by knowledgeable, proactive and passionate employees. This will help develop a sense of pride and feeling of connection with Parks Canada, clarify the organizational structure and explain the mandate and the vision of Parks Canada and the priorities of the place.

Orientation is an ongoing process and can take many forms:

- Discussions and presentations
- Seminars
- Visits to, and explanation of, services and facilities
- Videos and slide shows
- Selected reading materials

Orientations sessions will provide the volunteer with information on:

- Parks Canada vision, mandate and as a system of protected areas
- The place's purpose, themes and features

- The Parks Canada Code of Ethics including Chapter 2 dealing with the issue of receiving gifts from the public as volunteers. Principles included in the Code are also expected of volunteers
- Risks associated with the volunteer activities and mitigation measures taken by Parks Canada
- Parks Canada Service Quality Visitor Experience Standards if relevant for the volunteer activity
- Parks Canada Service Prevention Guidelines if the volunteer is expected to be involved in prevention activity
- Dress code, if necessary

Volunteers must receive individual or group orientation tailored to their activities and the orientation session can take many forms: group orientation at the beginning of the season and before a special event or individual orientation at the signing of the Individual Volunteer Form. In exceptional circumstances, specialty training may be provided to volunteers (for example, historical weapons firearms). Whenever possible, volunteers who already possess the necessary expertise must be recruited. Experienced volunteers may orient and train other volunteers under the supervision of the Volunteer Supervisor.

7.1.1 Safety

Volunteers must be aware and observe all safety procedures. Volunteers must receive the required safety training that relates to the activity in which they will be involved. In some cases, specialized training may be required, such as first aid, remote travel skills or scientific protocols.

7.1.2 Emergency Procedures

Volunteers must be instructed in emergency procedures. The degree of instruction must be based on the type and extent of the volunteer activity.

7.2

Identification

To ensure distinction between Parks Canada volunteers and employees, **volunteers must not wear the Parks Canada uniform**. However, all volunteers likely to meet the public must be identified. The National Coordinator provides a list of items that each place can order for their volunteers (for example, badges, t-shirts, bibs and hats). A place shall not produce their own item without consulting with the National Volunteer Coordinator. In some cases, such as volunteers in historic costumes, volunteers are identified in information concerning the event made available to the public (e.g.: re-enactment group doing a performance at a special event).

7.2.2 Access passes

Volunteers may be issued access passes or keys that allow them free access to the place when performing their volunteer activity. In some places, this action requires a basic security screening.

Once volunteers have agreed to take part in a Parks Canada volunteer activity, and have signed all the forms, they must receive proper attention from the Volunteer Supervisor to make sure that they perform their activity correctly, they feel welcome and comfortable to share their impressions. If other Parks Canada employees are involved in the success of the activity, the Volunteer Supervisor will also make sure that they are ready to receive the volunteers and have all the required material and that all details are taken care of.

The presence of a Parks Canada employee with volunteers while they are carrying out their activities is not required in every situation: it will depend on the type of activity and the risk assessment. There must be clear guidance for volunteers who are expected to carry out their duties on their own. Volunteers may be included in employees' activities and meetings, if applicable to the activity, as they are likely to appreciate the importance of their contribution if they can see the link between their activities and other priorities of the place.

Implementation should also include:

- Developing schedules
- Interacting regularly with volunteers
- Providing different types of support as needed
- Going through the risk assessment list from the Volunteer Activity Description Form, evaluating the efficiency of mitigation measures and proposing changes if needed

When a volunteer activity is developed following all the steps in the volunteer cycle, implementation phase is usually easier.

8.1**Evaluation**

The evaluation process includes two ongoing components: evaluation of the activity *by* the volunteer and evaluation *of* the volunteer, the latter being provided by the Volunteer Supervisor. Volunteer activities will be evaluated through discussions with the volunteers, their supervisors and by monitoring the performance of the volunteers while the activities are under way. Forms are available on the Intranet and can be adapted to your needs (Our Work > External Relations > ER Programs and Initiatives > National Volunteer Program).

In addition to field-level evaluations, from time to time, a national or regional survey may be sent to volunteers who agreed to receive it. It helps assess their satisfaction with the program and understand their needs and expectations.

Termination

Despite targeted recruiting and careful selecting, in some cases it may be necessary to terminate the services of a volunteer. Reasonable efforts must be made, through discussions and guidance, to correct a problematic situation before a final decision to terminate is made. If termination is decided upon, it must be handled with respect and discretion.

Termination should not come as a total surprise to the volunteer, since, as part of the ongoing activity, the volunteer must be made aware of their progress and performance. If volunteers are not performing their activity to satisfaction, they should be informed of any needed changes. They then need adequate time to effect those changes under appropriate guidance.

When terminating a volunteer activity:

- Clearly inform the volunteer about the reasons for their release.
- Give the volunteer an opportunity to voice their side of the story, and discuss concerns, opinions, or personal feelings about the activity and the termination.
- Ensure the volunteer is aware that all discussions will be kept in strict confidence.
- If possible, refer the volunteer to an alternative volunteer position suitable to their skills.
- Ensure that all files on the volunteer and the activity are kept according to standard Parks Canada record-keeping procedures.

Chapter 9:**Recognition and Motivation**

9.1**Recognition**

It is essential to recognize the contributions and efforts of volunteers appropriately. Standard recognition materials have been developed by the National Volunteer Program in accordance with the value of the contribution made by a volunteer:

- A certificate of recognition can be offered to all volunteers to acknowledge efforts and energy invested with Parks Canada.
- Pins will be awarded in different colors relative to hours invested with Parks Canada.
- A letter of recognition can also be written. When more than 2,000 hours of work are performed, the CEO or Minister will sign the letter.

The National Office maintains a stock of recognition materials and will distribute them free of charge upon request by volunteer coordinators and volunteer supervisors. The type of ceremony to accompany the presentation of certificates and pins is at the discretion of the Volunteer Supervisor.

Managers can enhance what is provided by the National Office and this happens frequently across Parks Canada. Examples of what is provided include local or national passes, books, t-shirts, backpacks or water bottles. This is left to the discretion of volunteer supervisors and volunteer coordinators. The production of any items must adhere to Parks Canada brand guidelines.

One unique way to recognize the special contribution of volunteers is to work with Parks Canada media relations experts to get a local or regional newspaper, or radio or television station to run a story about it. Using the Parks Canada Web site and social media channels such as Facebook and YouTube, to share volunteer stories and images, is another effective means of recognition.

9.1.1 Letters of Reference

Volunteers working to increase their professional abilities with the intention of eventually finding paid work in their area of interest can be informed about Parks Canada and Public Service staffing information resources. A letter of reference describing the volunteer's achievements can be provided upon request by the volunteer.

9.2

Motivation and Retention

Keeping your volunteers motivated and retaining their services are important. Much time and energy are invested in planning and managing a volunteer activity and finding the right volunteer to accomplish that activity. It is in your best interest to not only attract new volunteers but to also retain the volunteers that have already shown an interest in your activities and wish to stay on for the longer term.

Motivation is personal and understanding why someone is volunteering is a key aspect of motivation and retention. Varying motivational techniques need to be applied based on an individual's reasons for volunteering. By keeping track of our volunteers' motivations, we can best incite them to continue or to report success after they leave (for example, a student that found a paid position after doing a successful volunteer activity with Parks Canada). Tables below present some of the benefits and motivations of volunteers:

Benefits might include:
Enjoying personal satisfaction for a job well done
Broadening one's life experiences
Becoming more involved in the local community
Gaining valuable career-related experience
Completing an educational requirement
Learning a new language
Spending time with family or friends, working together for a common goal
Being committed to a cause
Giving back to the society
Taking part in any unique experience the place offers (for example, connecting with nature or history)
Sharing knowledge and expertise

Motivation may be based on one or several of the following needs:
To learn new things; to explore an area of interest; to challenge one's self; to achieve personal growth
To meet new people; to feel needed; to belong
To gain work experience; to test alternate careers; to develop business contacts; to build resume
To work for a cause; to put ideas into practice
To get "behind the scene"; to satisfy curiosity
To overcome powerlessness; to gain responsibility; to develop confidence
To gain recognition; to develop esteem
To share expertise

Additional points to consider:

- Frequent sessions organized to discuss the program and seeking feedback is important to motivate volunteers.
- Genuine, immediate thanks are the single most effective means of recognition and motivation.
- Experience shows that having to report to a stream of people over a period is not motivating for a volunteer. Building a relationship with employees and the location truly helps with retention.
- Proper use of the services and skills of a volunteer helps with retention.
- Regular communication and information about upcoming opportunities to volunteer is appreciated by potential and recurring volunteers.

- Retention starts with recruitment. At this point, it's important to check with volunteers what the best opportunities are for them and possibly arrange to keep them informed of upcoming activities, if there is no appropriate match at the time.
- Involving highly skilled recurring volunteers as volunteer leaders and recognizing their special involvement by giving them more responsibilities, helps with retention (for example, planning volunteer activities and selecting applicants).

Chapter 10: **Record Keeping and Annual Reporting**

Information on our volunteers and their activities is essential to show the success of the program. Successes, new or recurrent initiatives and any other relevant information can be communicated to the National Coordinator.

Volunteer statistics are also compiled and vital to renew insurance coverage. Statistics concerning high-risk activities are important to ensure the scope of insurance coverage is accurate in the event of a claim. Information collected includes the types of volunteer activities, the number of volunteers, the number of volunteer hours, and the number of volunteers and hours involved in high-risk activities. Statistics are also compiled to record achievements for recognition and for job referral purposes. Therefore, personal files on all volunteers must be kept in order.

Individual records must be documented for each volunteer to include:

- Application Form, when applicable
- Individual or Group Volunteer Form
- Volunteer Activity Description Form
- Volunteer contact information
- Interview information, if applicable
- Dates of the activities
- Hours contributed
- Activities performed

It is highly recommended to maintain up-to-date information throughout the year to avoid an onerous task at the end of the year. Volunteer coordinators must have access to Individual/Group Volunteer Forms and Volunteer Activity Description Forms .

Individual and Group Volunteer Forms contain personal information. They must be kept in a secure manner and disposed of properly. For insurance purposes, these forms must be kept for 30 months following completion of activity or 30 months following the attainment of the age of majority by a youth volunteer. Generic data, such as name of the volunteer and total number of hours volunteered per year, are kept in file to be able to recognize appropriately the efforts of volunteers.

Appendix A: Checklist for Managing a Volunteer Activity

Planning

- ☐ I worked collaboratively with my team and involved the union in the process to develop a volunteer activity that will contribute to Parks Canada and my place/business unit and be meaningful for volunteers
- ☐ I explored the possible involvement of not-for-profit/community groups, Cooperative Association, corporate, colleges and universities, etc.
- ☐ I did an analysis of the resources needed (time commitment, material, fund) and made sure I reserved the resources to conduct my volunteer activity (or got the approval of my manager)
- ☐ I did an analysis of the potential risks and sought the support of the Health and Safety Committee, if needed
- ☐ I identified if volunteers will need to be screened as part of the selection process
- ☐ I identified any requirements for a specialized training level, certification, licenses, etc.
- ☐ I identified what I am ready to reimburse as out-of-pocket expenses, if needed and which equipment Parks Canada will provide (e.g.: gloves, scientific equipment)
- ☐ I completed the Volunteer Activity Description Form with all the appropriate information and sought my manager signature if I am not in a management position (level 4 delegation authority)
- ☐ I planned the development of the orientation for volunteers and ordered enough copies of the national orientation booklet
- ☐ I planned the need for identification pieces of clothing available through the National Volunteer Program and I did my order (e.g.: t-shirts, caps, bibs, name tags)

Recruitment and Selection

- ☐ I developed a recruitment plan including a communication plan with the support of communications and media relations colleagues, if necessary
- ☐ I developed advertisement products based on my Volunteer Activity Description Form (e.g.: ads, bulletin)
- ☐ I developed and administered the right level of selection criteria commensurate with the level of responsibility volunteers will undertake (e.g.: paper grid only or interview)
- ☐ I did a screening request, if needed
- ☐ I verified specialized training level, certification, licenses, etc. if needed
- ☐ I verified health requirements, if needed (e.g.: allergies, reasonable health fit, heavy charges)

Registration and Due Diligence

- ☐ If an Individual Volunteer Form is signed, I made sure that Volunteer Activity Description Form has been read by the volunteer and I have attached the form as appendix A
- ☐ If a Group Volunteer Form is signed, I made sure that the representative shared the Volunteer Activity Description Form with its group members and I have attached the form as appendix A
- ☐ If a Group Volunteer Form is signed, I got the list of group members that will participate to the volunteer activity on the form provided to this effect and I have attached it as appendix B
- ☐ In all cases, I made sure that we agreed on out-of-pocket expenses to be reimbursed (if any has been planned) and the mechanism for reimbursement. The maximum total amount is also on the Individual/ Group Volunteer Form. The manager must have approved the amount (level 4 delegation authority)
- ☐ I ordered access passes, if needed
- ☐ I visited the site of the activity and made sure that the site is safe for volunteers
- ☐ I made sure that I have all the necessary equipment available for my volunteer activity

Orientation and Material

- ☐ I developed the orientation session that includes information about Parks Canada, the National Volunteer Program, my place/business unit and the activity itself (e.g. orientation to the site, risks and mitigation measures, emergency response procedures)
- ☐ I developed an orientation session with a format and length commensurate to the volunteer activity
- ☐ I delivered the orientation session to the selected volunteers
- ☐ I distributed the national orientation booklet
- ☐ I distributed the National Volunteer Program pieces of clothing, if needed – volunteers MUST NOT wear the Parks Canada uniform
- ☐ I distributed access passes, if needed

Implementation and Evaluation

- ☐ I developed schedules, if needed
- ☐ I reserved time to interact with volunteers and/or provide support
- ☐ I evaluated the risk assessment and the mitigation measures to propose changes if needed
- ☐ I printed the evaluation form to distribute to volunteers or had discussions with volunteers to evaluate the level of satisfaction for the activity

- ☐ I offered to fill out the evaluation form of the volunteer if applicable or filled out the forms provided by the volunteers (e.g.: school forms for volunteering hours)
- ☐ If a problem occurred with a volunteer, I had a discussion with him/her and eventually released or offered another volunteer activity that better suit the needs of the volunteer

Recognition and motivation

- ☐ I interacted with volunteers during the volunteer activity and provided encouragement, answered questions, etc.
- ☐ I planned an appropriate level of recognition for the volunteers involved in my volunteer activity following the national process in place
- ☐ I planned how volunteer leaders will be specially recognized, if applicable
- ☐ I explored the possibilities to provide additional recognition items from my place/business unit
- ☐ I explored the possibilities to interact with media and get stories published or aired
- ☐ I planned how I will interact with volunteers after the activity to invite them to come again
- ☐ I explored how I can involve high skilled recurring volunteers as volunteer leaders

Record Keeping and Annual Reporting

- ☐ I compiled information about volunteers and about volunteer activities by following the process provided by the National Coordinator and available on the Intranet
- ☐ I provided the compiled information about my volunteer activities to the Volunteer Coordinator of my business unit for the annual national report of the National Volunteer Program
- ☐ I stored completed and signed volunteer forms in a secure manner

Appendix B: List of Mandatory and Optional Forms for the National Volunteer Program

Mandatory Forms

Volunteer Activity Description Form

The Volunteer Activity Description Form is mandatory. It will assist you in planning your activity and recruiting volunteers. By completing each section of the form, you will compile information on:

- Location of activity
- Volunteer Supervisor information
- Description of the activity
- Skills or experience required
- Orientation provided by Parks Canada
- Evaluation method
- Benefits to volunteer and Parks Canada
- Risks and how to mitigate those risk for volunteers

Once completed, the form must be sign by your manager if you are not in a management position (level 4 delegation authority).

In addition to support you in the planning phase, the Volunteer Activity Description Form must be read by selected volunteers. This step allows you to be sure that volunteers have a good understanding of the activity, are aware of the risks and know the mitigation measures that are in place. It is also the occasion to answer all questions. To ensure that this step is follows, the Volunteer Activity Description Form is attached to the Individual Volunteer Form or the Group Volunteer Form, as appendix A. The representative of the group is responsible to read or distribute the Volunteer Activity Description Form to its participating members.

Individual Volunteer Form

The Individual Volunteer Form is the legal document to obtain insurance coverage for volunteers by Parks Canada's provider. It contains:

- Contact information
- Emergency contact information
- Statement of consent or non-consent to photo release
- Surveys opt-in or opt-out option
- Amount for out-of-pocket expenses (if applicable)

Don't forget to attach the Volunteer Activity Description Form as appendix A.

Group Volunteer Form

The Group Volunteer Form must be filled out by the group leader (representative). It must be accompanied by:

- The Volunteer Activity Description Form, as appendix A.
- A complete list of members of the group that will be involved in the volunteer activity. The list must include full name, emergency contact information, and surveys opt-in opt-out option. If there are changes to the list, it is the responsibility of the group leader to inform Parks Canada.
- All individuals of the group must sign their own release for Publicity/Privacy Form to allow for pictures to be taken.
- The group leader is responsible for making sure that all members of the group have read the Volunteer Activity Description Form and understand the risks associated with the activity.
- The group leader is responsible for obtaining parental or guardian consent for participation in the volunteer activity by a minor or ward.

Don't forget to attach the Volunteer Activity Description Form as appendix A.

Volunteer Incident Reporting Forms (only in the case of incident)

This form is to be used to record as much information related to the incident as possible.

- Record the information as soon as possible, so as not to forget important details about the incident.
- A separate Vehicle Incident Report Form is available since additional information is required in such cases.
- Please see "Process for Reporting Incident" document, for more information on how to manage an incident.

Optional Forms

Optional Forms

Volunteer Application Form

This will assist you with selecting potential volunteers.

Volunteer Activity Log of Hours and Expenses Form

This will assist you with annual reporting, budget, volunteer recognition and reimbursement of volunteers' expenses.

Volunteer Feedback Form

This will assist you with program and activity planning and future recruitment strategies. It may also support volunteer motivation and recognition.

Supervisor Evaluation of Volunteer Form

This will provide the volunteer with feedback on performance, acquired skills, goals achieved and potential references for employment.

IMPORTANT

- Both the volunteer and Parks Canada representative must sign the Individual/Group Volunteer Form with the Volunteer Activity Description Form attached as appendix A.
- These signed documents ensure the volunteers are covered by the Parks Canada insurance policies.
- They also ensures that roles and responsibilities regarding the volunteer activity are clear and that risk of incidents is reduced.
- Individual /Group Volunteer Forms must be kept in a secure manner and disposed of properly because they contain personal information.
- For insurance purposes, these forms must be kept for 30 months following completion of activity or 30 months following the attainment of the age of majority by a youth volunteer.

Appendix C Links and Resources

C.1

External Links and Resources

Volunteer Canada is the Canadian national organization coordinating volunteer involvement in Canada. The mission of the organization is to provide leadership in strengthening citizen engagement and to serve as a catalyst for voluntary action. Most of the resources provided below are from the Volunteer Canada Web site.

Planning

- Volunteer Connections Series from Volunteer Canada
 - Family Volunteering: Making it Official
<http://volunteer.ca/files/FamVolEng.pdf>
 - Benefits and Challenges of Employer-Supported Volunteerism
<http://volunteer.ca/files/ESVEnglish.pdf>
 - Youth Works! Creating and developing youth led volunteer projects
<http://volunteer.ca/files/youthworks.pdf>
 - New Strategies for Involving Youth
<http://volunteer.ca/files/NewstratEng.pdf>
- Position description
<http://volunteer.ca/files/PositionDesign.pdf>
- Determining the risk
<http://volunteer.ca/files/DetermineTheRisk.pdf>
- Risk Management - Absolutely, Probably, Possibly, Maybe...But What If?
<http://communitysector.nl.ca/node/244>

Recruitment and Selection

- Volunteer Canada Screening Initiative
<http://volunteer.ca/topics-and-resources/screening/background>
- Federal Law and Social Policy
<http://volunteer.ca/files/federallaweng.pdf>
- Take the first step: understanding volunteer screening
http://volunteer.ca/files/Comm_Booklet.pdf
- Recruitment process
<http://volunteer.ca/files/RecruitmentProcess.pdf>
- Conducting interviews
<http://volunteer.ca/files/ConductingInterviews.pdf>
- Reference checks
<http://volunteer.ca/files/ReferenceChecks.pdf>
- Police Record checks
<http://volunteer.ca/files/PoliceRecordChecks.pdf>
- Understanding Police Records Checks
<http://volunteer.ca/files/PRCBrochureEng.pdf>
- Criminal Record Check (RCMP)
<http://www.rcmp-grc.gc.ca/cr-cj/fing-empr2-eng.htm#volunteer>
- Vulnerable Sector Check (RCMP)
<http://www.rcmp-grc.gc.ca/cr-cj/vulner/brochure-eng.htm>
- www.getinvolved.ca
Volunteer Canada in collaboration with Manulife developed a tool to match volunteers' interest with volunteer activities using a quiz type program. You can contact them to profile the volunteer activities of your place.

Recognition and Motivation

- Recognition Guidelines from Volunteer Canada
<http://volunteer.ca/topics-and-resources/recognition/recognition-guidelines>

Other Resources

- Privacy Act
http://www.priv.gc.ca/fs-fi/02_05_d_11_01_e.cfm
- Canadian Code for Volunteer Involvement (CCVI)
<http://volunteer.ca/files/CodeEngJune2006.pdf>
- Bridging the Gap: the latest research from Volunteer Canada
<http://volunteer.ca/study>
- Canadian Administrators of Volunteer Resources
<http://cavrcanada.org/>
Take a look at your affiliations groups for local resources.

Internal Links and Resources

All you want to know about the National Volunteer Program is available on the National Volunteer Program Main Intranet page: Directive, Q&A, recognition process, mandatory and optional forms, main roles, priority activities and more!

Our Work > External Relations > ER Programs and Initiatives > National Volunteer Program

Get the hand on the latest Parks Canada research related to External Relations including some related to the National Volunteer Program

Our Work > External Relations > Resources > ER related Research

Parks Canada Travel Directive

Our Work > Financial and Administrative Management > Travel Portal

