



RICHMOND CENTRE FOR DISABILITY

Volunteer Orientation Manual

Welcome

Welcome to the Richmond Centre for Disability (RCD) Volunteer Team. We hope that your experience with the RCD will be enjoyable for you, both personally and professionally.

We strive for absolute excellence in high quality delivery of our activities and services. Your involvement and commitment to this goal is critical to the success of our mission.

1. Individual Standards

1.1 Absenteeism

Volunteers are expected to be present, prepared and 15 minutes early to lead the activity they are committed to. If this standard cannot be met due to illness or other unexpected events, you must inform the supervisor immediately.

1.2 Criminal Record Check

Volunteers for RCD are required to complete a Criminal Record Check if they are 19 years or older.

1.3 Parental Consent Form

Volunteers under 19 years old are required to fill out the Parental Consent Form.

1.4 Evaluation

Volunteers can be expected to be evaluated by the supervisor. Feedback on performance will be both formal and informal. Informal feedback might include discussions, suggestions and training sessions. Formal evaluation sessions occur approximately once a year when the supervisor will prepare a written evaluation and review it with the Volunteer.

1.5 Sending a Volunteer Home

A Volunteer may be sent home if the supervisor determines that, for any reason, they are not suitably prepared to be assisting the activity.

2. Volunteer Standards

2.1 Arrival and Set up Time

Volunteers must arrive in time to prepare for the activities. Volunteers should complete all preparations and ready to begin the activity when participants arrive.

2.2 Equipment Use and Care

Volunteers must maintain all the equipment in RCD with the same care as you would if the equipment was your own. Since much of the equipment is used for multiple activities, it is important that Volunteers ensure equipment is used correctly, cared for properly and cleaned and ready for use for the next project.

If you bring your own equipment, RCD cannot be responsible for damaged or lost property. Please report RCD equipment needing repair or replacement to the supervisor immediately.

2.3 Maintenance Support

RCD does not have the luxury of a maintenance staff, hence Volunteers are responsible to clean up and leave the room in the condition you found it.

2.4 Evaluation of Performance

RCD strives to offer the highest quality services possible within our community. Your supervisor will perform ongoing evaluations of Volunteers. We encourage feedback from our participants and we shall share this information with Volunteers.

3. Emergency Management

3.1 First Aid Emergency Procedures

- ❖ Notify supervisor immediately
- ❖ If necessary, call for help: **FOR ANY EMERGENCY CALL 911**
- ❖ Rescue (ambulance), Police and Fire Department
- ❖ Remain calm and comfort the participants/volunteers. Do not transport them unnecessarily
- ❖ Prepare an accident report

3.2 Accident Reports

Regardless of the injury to participants/volunteers, an accident report should be prepared and submitted to the supervisor within 24 hours of the accident.

3.3 Fire Procedures

What to do if you discover a fire:

- ❖ If the fire is small, such as a wastebasket, douse it with water or get the fire extinguisher to stop the fire.

If the fire is of more serious nature:

- ❖ Leave the fire area, closing doors behind you.
- ❖ Pull the fire alarm. This will alert the Fire Department. Notify the Centre staff to call 911.
- ❖ Follow the instructions of supervisor and/or RCD staff.

Fire Protocol:

- Close doors behind you,
- Usher the group to the closest exit & move group to the outside parking lot,
- Do not allow group members to leave the group,
- Immediately take attendance outside. Identify who is missing and possible location,
- Do not let anyone back into the building until authorized by Fire Leader,
- If anyone leaves the site, YOU MUST get their names, who they left with (name and phone number), and where they are going,
- Do not leave your group. A staff person will come to you to collect information on “missing” person and to inform you, if possible, on the status of the fire.

3.4 **Earthquake**

Prepare yourself in advance for an earthquake; know where to go and how to get there. If your location is indoors, know in advance exactly the evacuation route.

How will you know that an earthquake is in progress?

- ❖ Everything shakes and rattles and there is a lot of noise.
- ❖ Things may fall and break (such as ceiling tiles, bookcases, file cabinets, and other furniture that has not been anchored to walls or floors).
- ❖ The motion may be severe – if you are standing you may be thrown to the ground.
- ❖ Many things may stop working (lights, telephones, elevators, heat and air conditioning).
- ❖ Some exterior windows will probably break, causing shattered glass & strong drafts.

How long will it last?

- ❖ The shaking may last only a minute or two. However, there may be a number of aftershocks.

The biggest dangers in an earthquake are:

- ❖ Falling objects (picture, things in cupboards and on shelves, ceiling tiles and fixtures, furniture, file cabinets and bookshelves).
- ❖ Swing doors and broken windows – get out of their proximity.
- ❖ Possible fires (from broken natural gas lines, electrical short circuits, or other causes).
- ❖ Electrical shock hazards, be aware of potential damage to electrical equipment.

During an earthquake:

- ❖ Instruct participants to take cover underneath a desk or table.
- ❖ Have participants protect their heads and necks and hold onto a table/chair leg.
- ❖ Face away from windows and get out of their proximity.
- ❖ Stay away from objects that could fall on you.
- ❖ Stay where you are – DO NOT RUN OUTSIDE. Falling debris may cause injury.
- ❖ If outdoors, stay in an open area – DO NOT ENTER A BUILDING.

After an earthquake:

- ❖ Give First Aids to any injured persons. Do not move injured person unless absolutely necessary.
- ❖ Alert emergency response teams to anything needing their attention.
- ❖ Avoid glass and equipment.
- ❖ Take attendance. Do not leave anyone until you receive direction from the Supervisor on duty.
- ❖ Be prepared for aftershocks.

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Richmond Centre for Disability

Maximizing Independence

2012 Business Excellence Awards – Association of the Year Winner

THE THREE “R’s” FOR VOLUNTEERS

RESPONSIBILITIES

- ❑ To maintain a smooth working relationship with participants, staff, and other volunteers.
- ❑ To be committed.
- ❑ To be dependable and sincere.
- ❑ To relate to the purpose of the program.
- ❑ To maintain the integrity and respect all confidences of your peers.
- ❑ To perform duties promptly and reliably.
- ❑ To be willing to learn and take part.
- ❑ To accept the direction and decisions of the staff.
- ❑ To give advance notice if you cannot make it.
- ❑ To provide a safe and comfortable environment.
- ❑ To stimulate opportunities for learning, living and having fun.
- ❑ To encourage and facilitate the participation of individuals in age appropriate activities.
- ❑ To participate as a member of the team.
- ❑ To perform other duties as assigned.

RIGHTS

- ❑ To be recognized and treated as a part of the team.
- ❑ To be given a worthwhile and suitable assignment.
- ❑ To receive responsibility and experience.
- ❑ To be informed about the program and activities.
- ❑ To receive sound guidance and encouragement.
- ❑ To be heard and to receive evaluation of your performance.

REWARDS

- ❑ To learn and make new friends.
- ❑ Gain valuable insight and experience for career goals.
- ❑ Find satisfaction in a job well done and improve self-confidence.
- ❑ Develop effective interpersonal skills.
- ❑ Enjoy a positive environment for individual growth and development.
- ❑ Make the community a better place to live.