

# Volunteer Orientation

*Presented by the Community Strategies Branch  
Regional Municipality of Wood Buffalo*



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# Event Overview

Thank you for volunteering for WinterPLAY!

The WinterPLAY Festival is an annual celebration in Wood Buffalo with 2017 marking the 10th Anniversary of the Shootout on the Snye. The Regional Municipality of Wood Buffalo is committed to providing programs and events that celebrate and embrace the magic of winter. Ice sculptures, fireworks, and local entertainment are some of the features at WinterPLAY.

**Event Dates:** Feb. 24-26, 2017

Friday, Feb. 24 from 4 – 8 p.m.

Saturday, Feb. 25 from 9 – 8 p.m.

Sunday, Feb. 26 from 9 – 8 p.m.

# Event Map and Schedule of Events

You will receive an event map and all additional information in an email prior to the event.

# Volunteer Commitment

## Your commitment:

- Complete all required orientation/training
- Act as an ambassador for the RMWB
- Ensure a safe, fun event
- Full completion of your shift
- **We ask that you check in 30 minutes before your shift begins, and return to sign out**

## Our commitment:

- Deliver a safe and fun event for everyone involved
- A huge appreciation for you and your contributions

# Information for all WinterPLAY Volunteers

- Volunteer Check-In is located at the Operations Tent on the Snye. You may park in any of the public parking lots (at the Haxton Centre, Graham Construction yard, Snye Park amenities building or the Clearwater Public School building).
- Be sure to arrive at least 30 minutes ahead of your scheduled shift so you have time to check in and pick up your supplies/instructions.
- You will be required to sign in and sign out on the Volunteer Check In sheet in the Operations Tent.
- Depending on your volunteer role, you may also be provided with one or more of the following:
  - Personal Protective Equipment (Safety Vest)
  - Emergency Response Plan & Emergency Contact List

# Volunteer Positions

**Entertainment Assistant:** Volunteers will assist the coordinator with the management of the WinterPLAYGROUND Main Stage and the Entertainment Igloo. Volunteers must be able to safely lift up to 50 lbs.

**Firewatch:** Volunteers will ensure the safety of event participants by monitoring the on-ice fire. They are responsible for adding wood to the fire and extinguishing the fire in case of an emergency.

**Fireworks Security:** Volunteers will assist the fireworks contractor to keep the public out of dangerous zones so the fireworks can be safely deployed.

**Green Team- Outdoor:** Volunteers help to keep the event grounds tidy. Must be comfortable standing/walking for extended periods of time.

**Ice Castle and Ice Slide Attendant:** Volunteers will monitor the Ice Castle and Ice Slide, politely assert safe play, and ensure that participants do not climb on the structure.

**Parking Lot Attendant:** Volunteers are responsible for directing traffic at the Snye Park event site. The attendant will show patrons to the proper parking lot locations. Volunteers will use hand signals and lights to direct patrons into open parking spots. They will position or remove barricades to prevent parking in certain areas. Volunteers will work alongside and take direction from on-site security professionals.

# Volunteer Positions

**Parking Lot Attendant-Fireworks:** This volunteer position is specific to the Fireworks night (Sunday Only). Parking Lot Attendants are responsible for directing traffic at the Snye Park event site. The attendant will show patrons to the proper parking lot locations. Volunteers will use hand signals and lights to direct patrons into open spots. They will position or remove barricades to prevent parking in certain areas. Volunteers will work alongside and take direction from on-site security professionals.

**Reliever:** These Volunteers help out wherever needed by covering scheduled breaks. Must be comfortable doing a variety of tasks.

**Shootout on the Snye Hockey Timekeeper:** Shootout on the Snye is a 4 on 4 pond hockey tournament. Volunteers will be responsible for keeping time for the games and assisting with other related duties such as helping to keep score, starting games, ensuring games run on time, and helping to make controversial calls.



# Volunteer Positions

**Stage & Technical Assistant:** Volunteers will assist the Sound and Light Technicians with proper technical stage set-up including lights and sound equipment. Volunteers must be able to safely lift up to 50lbs.

**Stage and Equipment Dismantling Assistant:** Volunteers will assist the coordinator and production staff to take down the stage and all technical elements. Volunteers must be able to safely lift 50lbs.

**Tent Cleanliness Host:** Tent Cleanliness Hosts will keep their designated tent clean and tidy.

# Volunteer Positions

**Usher:** Volunteers are responsible for greeting participants for performances in the Entertainment Igloo. They will count participants as they enter the tent and monitor number of spectators in accordance with the fire code. They are responsible for keeping tables/chairs organized and walkways clear.

**Vendor Tent Host:** Volunteers are responsible for assisting the vendors in the upkeep and traffic flow in the WinterCAFE. They will assist in clearing tables, managing line-ups and keeping access points clear.

**Volunteer Assist/Check-In:** The Volunteer Assistants are responsible for assisting the Volunteer Coordinator with checking volunteers in for their shifts. These volunteers will assign tasks to volunteers, and assign a Reliever to cover scheduled breaks. Must be comfortable doing a variety of tasks and standing for extended periods of time if required.

**WinterPLAYGROUND Monitor:** This volunteer will be roving the event site, ensuring proper care of ice sculptures, ensuring that patrons are being respectful of ice sculptures, not not playing on them or causing damage. This volunteer is also a "runner" and may be asked to do a variety of tasks including, but not limited to delivering scores to the results coordinator.

# Customer Service Standards

The event participants are our “customers” and we want to give them the best experience possible!

## How can you help with this?

- Present yourself in a neat, tidy and professional way
- Adhere to safety practices
- Be polite and considerate
- Smile and be helpful
- If you don't know the answer to a question, find a STAFF person who can help
- If you find yourself in a confrontational situation, do not engage. Find a STAFF person to assist.
- Show appreciation to people who have captured the festive spirit!
- Acknowledge when a fellow volunteer is doing a good job. A kind word goes a long way!

# Health & Safety

Health & Safety is a priority for the Municipality and we would like all our volunteers to feel safe in the environment and with the tasks they are being asked to do.

A **Municipal Safety & Wellness Manual** is available upon request. This outlines the Municipality's health & safety practices and procedures. The **Alberta Occupational Health & Safety Manual** is also available upon request and this covers the legislation and regulations for Alberta.

Safety inspections are completed for all municipal event and program sites by a municipal representative to ensure the health and safety of all our employees, volunteers and participants.

First Aid kits are available at our event sites. If a non-serious medical incident occurs, please contact a STAFF member listed on your contact list. If a serious medical emergency occurs please call 9-1-1 immediately.

# Please dress warmly!

**It is very important that ALL volunteers dress appropriately for the weather conditions. This includes (but is not limited to):**

- Hat that covers your ears
- Gloves/mitts
- Scarf/neckwarmer
- Warm (insulated) coat
- Snow pants
- Warm socks
- Clothing layers
- Insulated boots

# Emergency Response Plan

**The Emergency Response Plan will be available for all volunteers in the Operations Tent.**

## **Evacuation**

The decision to evacuate will be made by the Event Leads, in consultation with the security advisor and law enforcement.

## **Fire**

Call 9-1-1 and report to the security guard, law enforcement officer, or staff person

Event Director and First Aid Supervisor will liaise with first responders.

Refer to Muster Point on event map.

## **Medical Emergency**

Never exceed your level of training, and always ensure you consider your own safety before entering a hazardous area.

Call 9-1-1 and report to nearest staff person.

# Emergency Response Plan con't

## Missing child (Code Adam)

**In the event of a missing child, remain calm and follow these procedures:**

- Any staff/volunteer to whom a missing child is reported shall ask for a detailed description of the child, including name, age, gender, race, height, weight, hair and eye color, and description of the child's shoes and clothing.
- The name is required for identification purposes only and is never announced since it may provide the potential abductor with additional information to convince the child to accompany them.
- The staff/volunteer will notify the nearest law enforcement or security and have them announce a "Code Adam" and broadcast the child's description (both physical appearance and apparel)
- If the child is not located within 10 minutes, law enforcement will close off all roads and begin a search. They may be required to call for assistance.
- If the child is found accompanied by someone other than the parent or guardian, note as much detail as they can about the adult, including a license plate if possible, but do not interfere and jeopardize their own safety.
- If the child is found simply lost (read this as alone) and unharmed they are reunited with the adult searching for them.
- The Code Adam is cancelled over the radios, either because the child has been reunited with the searching adult or the police have taken over the situation.

# Emergency Response Plan

## Extreme Winter Weather

**Table 4**  
**TLVs Work/Warm-up Schedule for Outside Workers based on a Four-Hour Shift\***

Air Temperature - Sunny Sky		No Noticeable Wind		Wind 8 km/h (5 mph)		Wind 16 km/h (10 mph)		Wind 24 km/h (15 mph)		Wind 32 km/h (20 mph)	
°C (approx)	°F (approx)	Max. work Period	No. of Breaks*	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks	Max. Work Period	No. of Breaks
-26° to -28°	-15° to -19°	(Norm breaks) 1		(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4
-29° to -31°	-20° to -24°	(Norm breaks) 1		75 min.	2	55 min.	3	40 min.	4	30 min.	5
-32° to -34°	-25° to -29°	75 min.	2	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease	
-35° to -37°	-30° to -34°	55 min.	3	40 min.	4	30 min.	5	Non-emergency work should cease			
-38° to -39°	-35° to -39°	40 min.	4	30 min.	5	Non-emergency work should cease		Non-emergency work should cease			
-40° to -42°	-40° to -44°	30 min.	5	Non-emergency work should cease							
-43° & below	-45° & below	Non-emergency work should cease		Non-emergency work should cease		Non-emergency work should cease		Non-emergency work should cease		Non-emergency work should cease	



# Temperature Related Illnesses

Recognize the signs and symptoms:

**Frost Nip:** Skin of the affected area turns white and may feel numb. Top layer of skin feels hard and sometimes peels off

**Mild Frost Bite:** redness and swelling accompanied by slight pain

**Severe Frost Bite:** tissue damage without pain, or burning/prickling sensations. Frostbitten skin is highly susceptible to infection and gangrene (death of soft tissue due to loss of blood supply) may develop

## Mild Hypothermia

**Body core 37.2-36.1°C:** Normal shivering may begin.

**Body core 36.1-35°C:** “Feeling cold”, goose bumps, hands feel numb

# Temperature Related Illness con't

## Moderate Hypothermia

- **Body core 35-33.9°C:** Shivering, loss of muscle coordination, movements are slow and labored, stumbling pace
- **Body core 33.9-32.2°C:** Unable to use hands, sluggish thinking, stumbles frequently, signs of depression or withdrawn

## Severe Hypothermia

- **Body core 32.2-30°C:** Shivering stops, exposed skin is blue or puffy, inability to walk, muscle coordination is poor, confusion, incoherent or irrational behavior
- **Body core 30-27.8°C:** Muscle rigidity, semiconscious, stupor, loss of awareness of others, pulse and respiration rate decrease, possible heart fibrillation
- **Preventative Measures**
  - Cover exposed skin surfaces
  - Dress in layers
  - Stay hydrated

If you suspect hypothermia, seek first aid immediately.

# General Policies, Rules and Regulations

- Personal Protective Equipment (PPE) is provided for your safety and the safety of others. It **MUST** be worn while you are performing your volunteer duties
- There will be absolutely no tolerance for drug or alcohol use before or during shift
- No smoking while on shift
- The RMWB has a zero tolerance policy for harassment and/or violence, either by or against you. Remove yourself from the situation and immediately report the incident to a STAFF person
- No littering. Let's all help to keep our city clean!
- Clothing must be appropriate to maintain an acceptable Municipal image. Not acceptable: dirty, torn clothing. **Please dress warmly for the weather!**
- Wherever possible a volunteer will not be asked to work alone. If required a communication device (cell phone or radio), and safety precautions will be implemented, such as ½ hour check ins

# General Policies, Rules and Regulations con't

- Freedom of Information and Privacy (FOIP)
  - Your personal and our customers' information is protected by FOIP and we do not release information to anyone without your/their consent. You are not to release any information on our customers to anyone other than your immediate supervisor.
- Sign in/Sign out
  - Upon arrival to your shift please sign in with the volunteer coordinator to start logging your shift hours.
  - At the end of your shift please return to sign out with the volunteer coordinator and stop your shift hours.

# Things to Remember

- If you are ever unsure....**ASK**. We are here to support you.
- When in doubt, **TELL US**. Even if you think an incident or situation is minor, let us know about it.
- Use this experience to learn as much as you can. **PROVIDE FEEDBACK** if anything can be changed or modified.
- **HAVE FUN!** Volunteering is exciting, challenging and a learning experience for everyone!
- We **APPRECIATE** you! This event could not happen without your support and dedication.

# Thank You!

If you have any questions or concerns regarding this presentation or you need clarification on a specific job or area, please contact us!

## **Julie Dolmont**

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