

NO: R133

COUNCIL DATE:

July 8, 2013

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## REGULAR COUNCIL

TO: **Mayor & Council**

DATE **June 25, 2013**

FROM: **General Manager, Parks, Recreation and Culture**

FILE: **2830-01**

SUBJECT: **Volunteer Programs in Surrey**

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## RECOMMENDATION

The Parks, Recreation and Culture Department recommend that Council receive this report as information.

## INTENT

The purpose of this report is to provide an overview of the management of Volunteer Resources, including, among other things, the recruitment and retention of volunteers.

## BACKGROUND

The City strives to build a healthy, cohesive community through the widespread involvement of diverse volunteers throughout Surrey. The City is focused on achieving excellence in volunteer resource management and fostering the personal growth and skill development of volunteers by the following means:

1. Maintaining a professional code of ethics and standards of practice in the administration of volunteer resources;
2. Attracting and embracing diverse populations to create a community where all people are welcome;
3. Collaborating with community agencies, provincial bodies and national organizations including:
  - a. Administrators of Volunteer Resources BC (AVRBC);
  - b. South Fraser Connections; and
  - c. Inter-municipal Volunteer Management Committee;
4. Advocating the role and value of volunteerism in Surrey; and
5. Supporting, recognizing, and rewarding volunteers and their achievements.

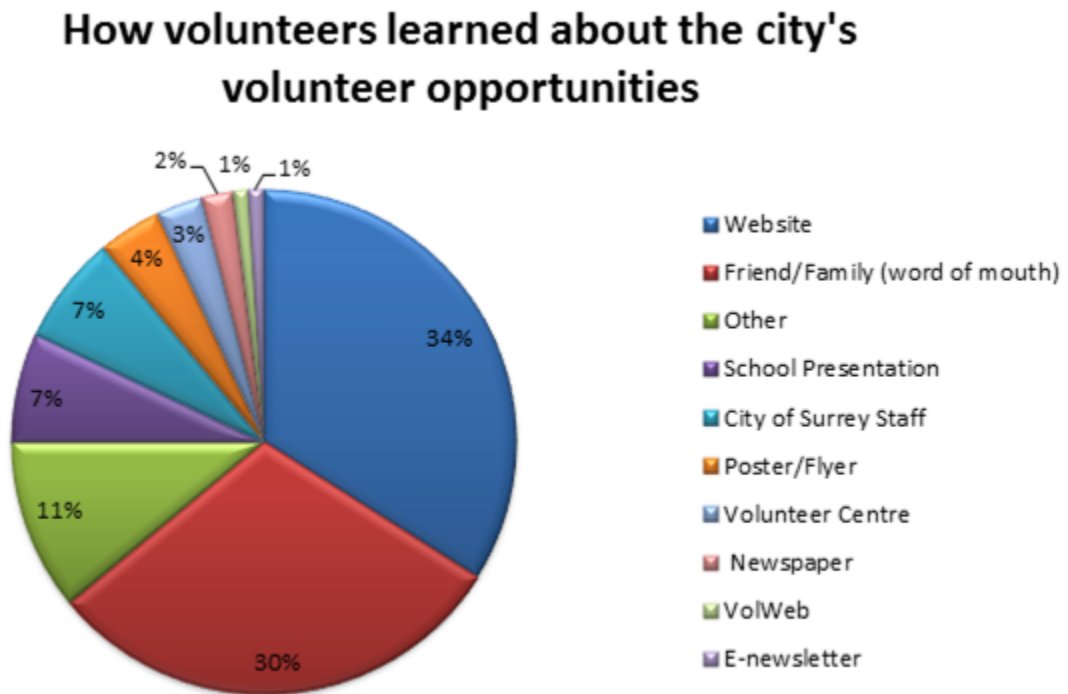
There are extensive opportunities across the City to volunteer; volunteers are encouraged to select programs that suit their interests and availability. Volunteer programs that are available to Surrey's volunteers are listed in Appendix A.

## DISCUSSION

### *Volunteer Recruitment*

Volunteers are recruited through a variety of means including more traditional presentations that are staged at civic facilities from time to time to using social media and the City of Surrey website.

The following chart illustrates how Surrey's current volunteers became aware of the opportunity to volunteer.



Recruitment takes place seasonally. This ensures that there are enough volunteers to support events on a year round basis.

### *Screening*

Volunteer opportunities with the City of Surrey fall into 2 categories that are generally classified as Level 1, which is more general in nature, and Level 2, which allows for a broader range of volunteering opportunities. Volunteers are appropriately screened in relation to the duties for which they will be responsible as volunteers.

### *Training & Orientation*

During orientation volunteers are introduced to policies, facilities, programs, staff and other volunteers. The orientation process is focused on ensuring that there is a clear understanding of the relationship between volunteers and the organization and is focused on helping volunteers to understand the workings of the department, program, activity and/or event with which they will be involved. The orientation varies from position to position. Some additional training is

sometimes required for specific volunteer opportunities related to direct program information and skills related to the particular position.

### ***Scheduling***

Volunteers are scheduled through the city's volunteer management software (Volunteer Squared). This software allows volunteers to view available opportunities, indicate their availability and interest in roles, and communicates shifts to volunteers once staff has finalized assignments.

### ***Supervision & Support***

Each volunteer in their work as a volunteer has a clearly identified supervisor or someone to whom they report for consultation, support and direction.

### ***Evaluation/Check In***

Evaluations are conducted to provide volunteers with feedback on their performance. This allows volunteers to develop and improve their skills. It also provides opportunities for recognition of work, attitude and extraordinary efforts.

### ***Recognition***

The City recognizes the contributions of volunteers by celebrating Surrey Volunteer Month each November. Every volunteer receives a personalized thank you letter from the Mayor during November of each year and is invited to attend a series of activities throughout the month.

Recognition activities in 2012 included:

- Tours of Fire Halls #1, #2, #13;
- Tours of Darts Hill Garden;
- Free Family Swims at Surrey Sport and Leisure Complex;
- Tour of Surrey City Hall;
- Geocaching; and
- Tour of Surrey Art Gallery.

In addition to the annual celebration, ad hoc recognition occurs after events in which volunteers have had a role.

### ***Retention***

The City has been successful in retaining volunteers from year to year. Skill development and recognition are both important elements of the volunteer retention strategy. Ongoing communication with volunteers is also important to their retention. Appendix C, The Volunteer Newsletter, is published regularly to highlight successes and advertise upcoming volunteer opportunities.

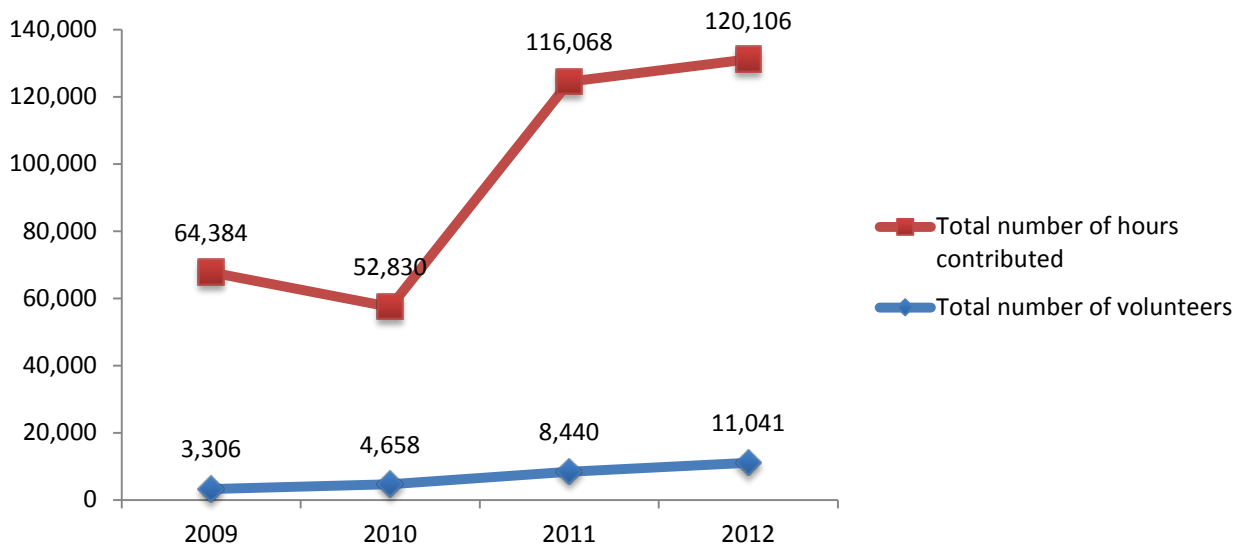
## Volunteer2 Software

In 2009, the city purchased a Volunteer Management Software (Volunteer Squared) application to assist in engaging volunteers more effectively and efficiently. Since the implementation of the software, the city has recruited over 7,500 volunteers. The software assists in the following areas:

- Streamlines the application process and reduces the time spent with data entry;
- Tracks volunteer skills, qualifications and trainings;
- Creates schedules that assist in engaging volunteers;
- Tracks volunteer hours;
- Keeps the volunteers up to date through personalized and targeted emails;
- Generates reports;
- Increases communication and collaborations between sections and departments regarding volunteers; and
- Identifies where volunteers are located in the City (See Appendix B: Map of Where Volunteers Reside).

The following table illustrates the number of volunteer hours that were committed to Surrey events by year over the last 4 years.

*Number of volunteer hours and total number of volunteers from 2009-2012*



## Employment Sessions for Volunteers

Volunteers also form a pool of potential City employees. They are often advised of career opportunities with the City of Surrey through Employment Sessions. Volunteers are also provided with information regarding how their volunteer position(s) can connect them with a career path. Workshops are offered from time to time that assist volunteers with skills assessment, resume/cover letter development, interview techniques and other employment search resources. Two workshops have been programmed for 2013, and are co-sponsored with AVIA Employment Services.

## **Future Leaders – Youth Leadership Program**

The Future Leader-Youth Leadership program is aimed at helping Surrey youth (ages 14 through 21) to gain the tools, knowledge and experience to become recreation leaders. The program also gives youth tools, training and experience towards becoming a City of Surrey Instructor. There are 5 steps in the Future Leader – Youth Leadership Program as follows:

- Step 1: Register as a volunteer;
- Step 2: Complete 14 hours of volunteer work;
- Step 3: Complete first stage of course work (First Aid, Leadership Fundamentals, and another elective course);
- Step 4: Shadow an instructor;
- Step 5: Complete High Five- Principles of Healthy Child Development Training.

In 2012 the Future Leaders – Youth Leadership Program had the following results:

- 423 youth volunteers registered for at least one Volunteer Development Program workshop;
- 34 workshops were offered; and
- 15 volunteers were hired as employees of the City.

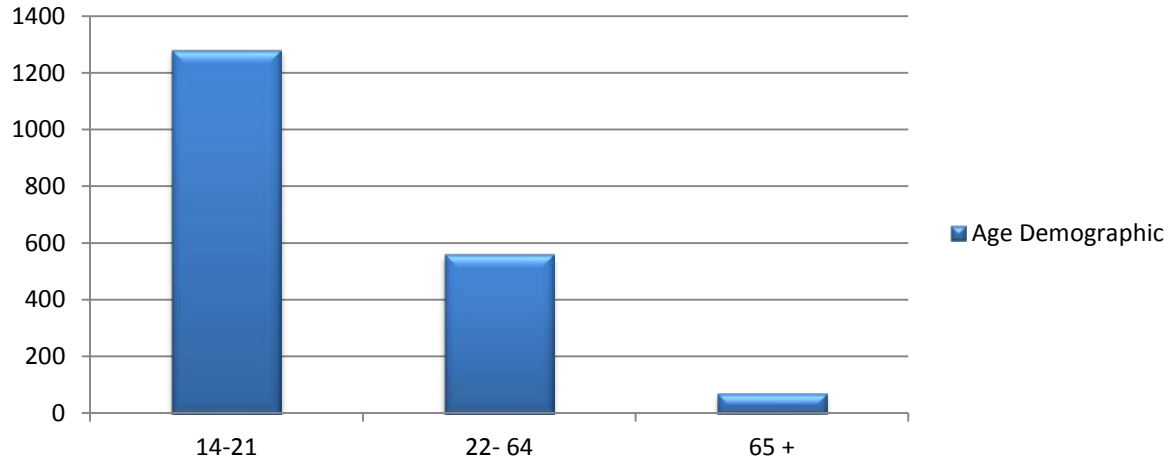
## **Trends**

The landscape of volunteerism is shifting and has the following traits:

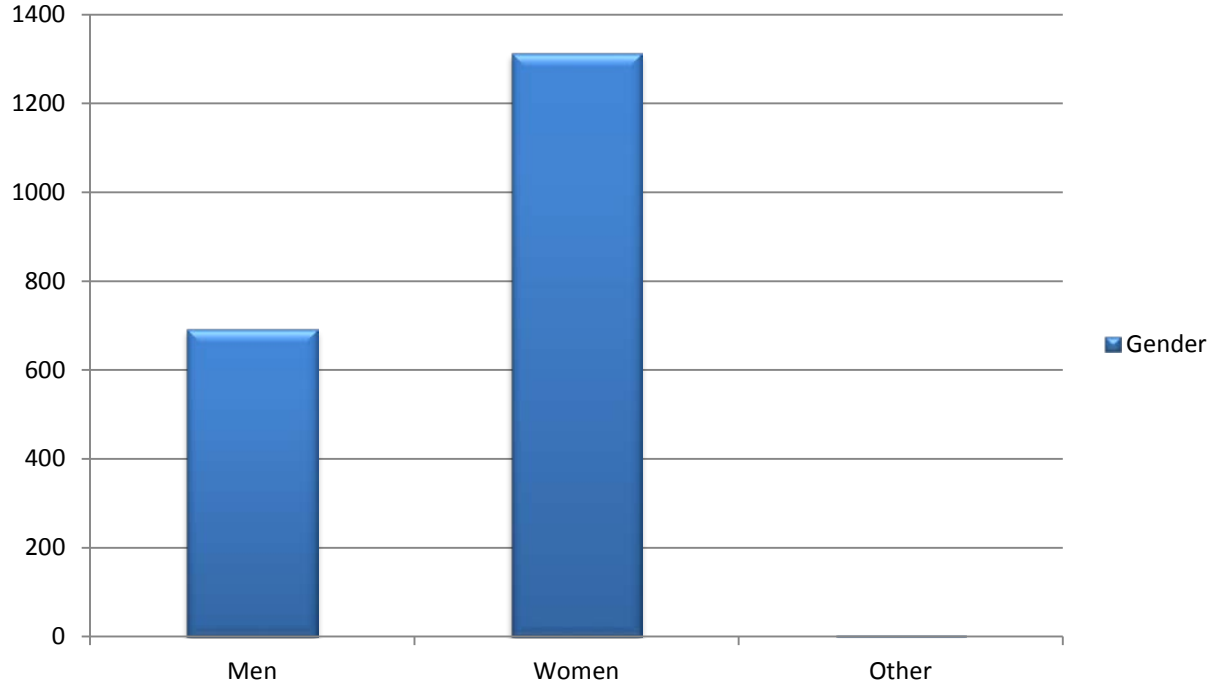
- City of Surrey volunteers are increasingly becoming involved in volunteering because people they know are volunteering. In 2012, 30% of volunteers said they are volunteering because they've heard about it through friends and family.
- Volunteers are continuously looking for opportunities to volunteer from their computer at home or mobile devices; to meet the needs of these volunteers, we need to be thinking creatively and developing roles that can be undertaken remotely that will add value to our volunteer program.
- As the baby boomer generation is entering retirement they are looking for opportunities to stay connected to their community and are seeking out meaningful volunteer roles.
- Post-secondary institutions are looking to the city as a leader and are increasingly connecting their students with the City to complete practicum placements.
- 84% of youth volunteers want to work for the City of Surrey, and they are volunteering to network with staff and gain skills and experience that will contribute to their job search.

### Demographics of Current City Volunteers

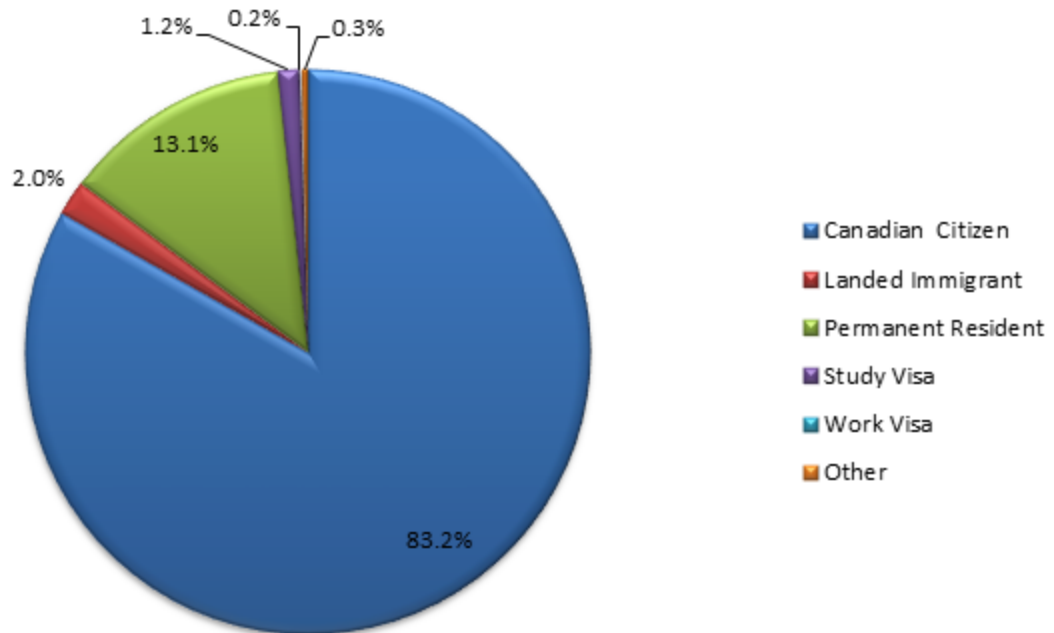
#### Age Demographic



#### Gender Demographic

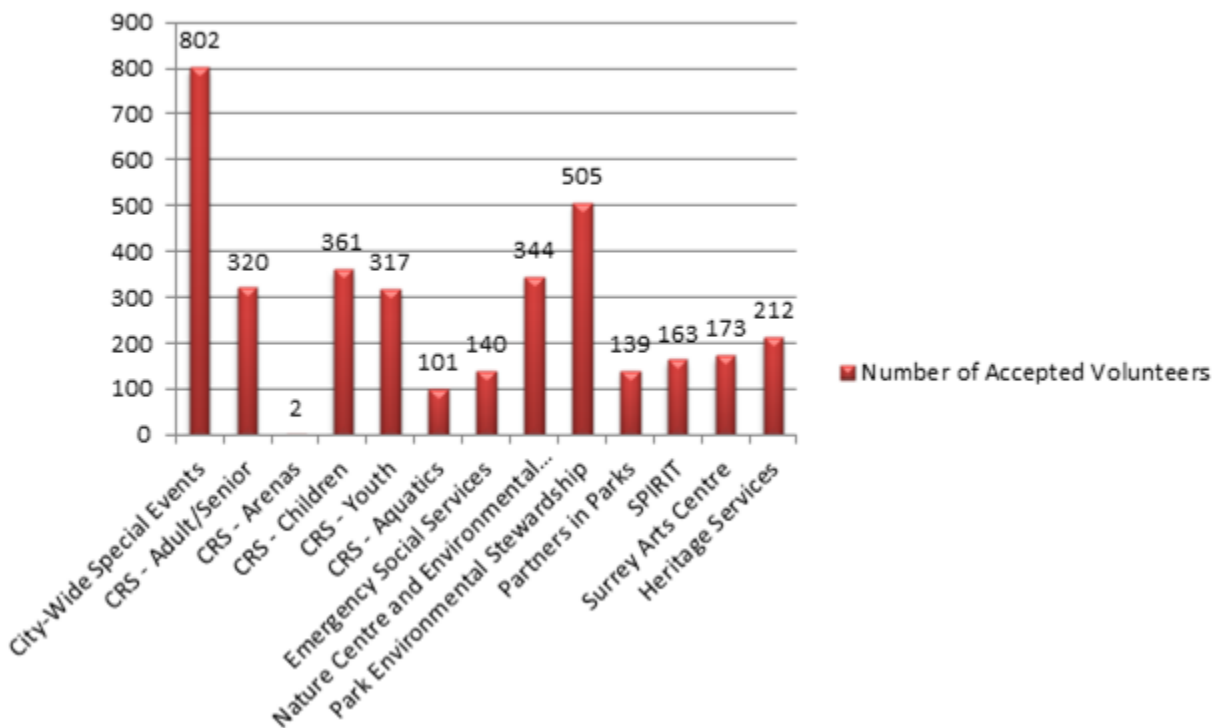


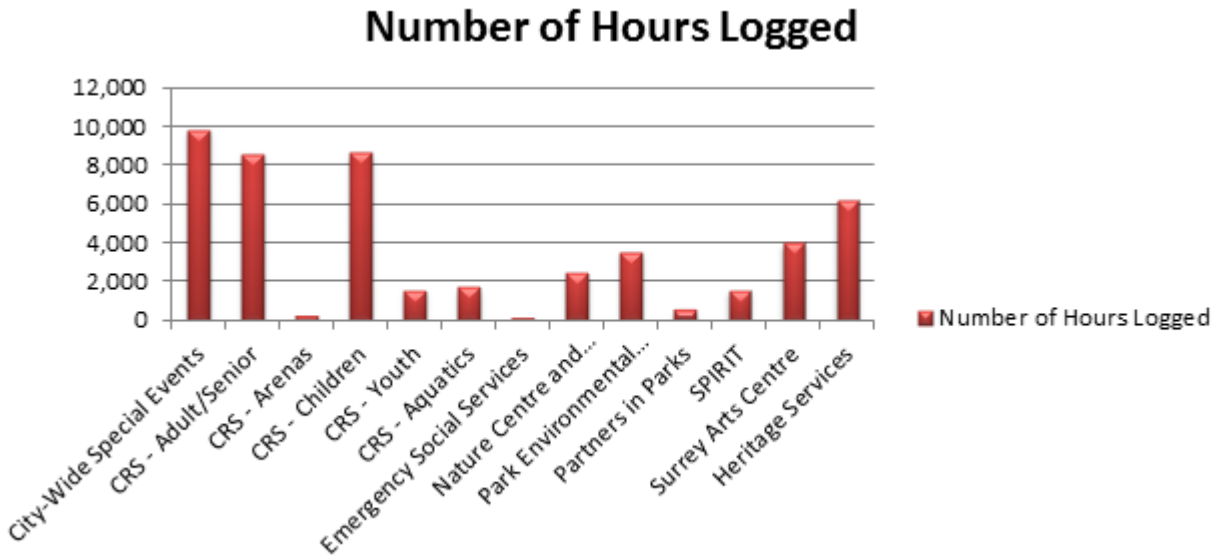
### Citizenship Status of Volunteers



Volunteers that Are Available by Category of Opportunity:

### Number of Accepted Volunteers





## SUSTAINABILITY

The City's Volunteer Program assists in achieving the objectives of the City of Surrey's Sustainability Charter, more particularly in the following scope of action items:

- SC4: Cultural Awareness in the Community;
- SC5: Plan for the Social Well Being of Surrey Residents;
- SC7: Participation in Leisure Programs;
- SC8: Municipal Outreach, Public Education and Awareness;
- SC12: Initiatives that enhance Public Safety and Security;
- SC15: Literacy, Education and Training;
- SC18: Community Economic Development; and
- EN6: Enhancement and Expansion of the Nature Matters Program.



## CONCLUSION

Surrey's volunteer programs engage over 11,000 people in volunteer roles. This trend is steadily increasing every year. Many opportunities to expand and promote volunteering in Surrey have yet to be explored. At this time the staff who supports volunteerism (CRS, Parks, Heritage, Arts and Engineering) will continue to develop new opportunities for volunteers in Surrey. The expertise and creativity brought to bear through Surrey's volunteer program has been acknowledged as leading best practices in the area in BC and Canada.

Laurie Cavan  
General Manager  
Parks, Recreation and Culture

Appendix A: City of Surrey Volunteer Programs  
Appendix B: Map of Where city of Surrey Volunteers Reside  
Appendix C: May 2013 Volunteer Newsletter

## City of Surrey Volunteer Programs

### *Community and Recreation Services (CRS)*

#### *SPIRIT Volunteer Program*

SPIRIT (Support Participation and Inclusion - Reach out, Involve and Transform!) embodies the desire to strengthen community and increase involvement and participation. With the support of SPIRIT volunteers, members of our community with disabilities are able to participate in Surrey Parks, Recreation and Culture programs to improve their health and wellness, education, and personal development.

#### *SPIRIT - Supported Volunteer Program*

Another avenue of the SPIRIT program provides volunteers with disabilities the opportunity to request the support of a SPIRIT Volunteer to support or mentor them in their volunteer role. There are approximately 20 volunteers in supported volunteer positions currently. Through this inclusive program, individuals with disabilities have the prospect of gaining valuable work experience and the benefit of giving back to their community.

#### *Emergency Social Services (ESS)*

Emergency Social Services (ESS) provides short-term assistance to British Columbians who are forced to leave their homes because of fire, floods, earthquakes or other emergencies. ESS volunteers help support ESS staff at Reception Centres often located at Recreation Centres. Currently there are 121 active volunteers.

#### *Day Camp Volunteer Program - Children*

The winter, spring, and summer day camp volunteers have an opportunity each year to work closely with staff to offer a variety of day camps including sport, swimming, art, dance, drama, science or themed camps. Collectively last year, the summer day camps volunteers contributed more than 7,000 hours of their time. 45% of the hired 2013 summer day camp staff have volunteered with the City of Surrey before.

#### *Surrey Leadership Youth Council (SLYC)*

Is a group of youth who get meaningfully involved in Social and Community Planning in Surrey. SLYC helps youth speak up about important issues in their lives and communities by organizing workshop and forums where youth can express their ideas.

#### *Welcoming and Inclusive Communities Youth Team*

The W.I.C Youth Team is a peer mentorship program where youth are trained by their peers to facilitate afterschool workshop activities for children in grades 4-7. The workshops are focused on creating a fun and safe space for children to express themselves and their experiences, learn about other cultures and develop a deeper understanding of their community, while being monitored by youth.

### *My Zone*

The program aims to provide an accessible and affordable drop-in recreation program for children ages 6-12 during the critical after school hours (3:00-6:00pm) which will promote social, emotional, academic and physical health. Together with the staff, the volunteers are working towards providing a physically and emotionally safe place for children to develop and connect. Volunteers provide children with the opportunity to participate in recreational activities, receive homework support, build positive relationships with peers, increase their knowledge of social-emotional issues, and create a sense of belonging by engaging in civic services with leadership opportunities.

### *Surrey Youth Street Squad*

The Surrey Youth Street Squad is a volunteer opportunity for older youth who are interested in marketing, promotions and Surrey's Youth Services. The Street Squad is made up of a maximum of 10 youth volunteers and lead by two mentoring Youth Staff. The Surrey Youth Street Squad will be hitting the streets throughout the year dropping by some of the City of Surrey's most exciting events for youth including Party for the Planet, Youth Week, Canada Day, Fusion Festival, Youth Fest and the SASSY Awards. The Surrey Youth Street Squad will be holding contests and running activities at events around the City to let other youth know about the latest info on what's happening in Surrey.

### *Pre-teen Dances*

Every month in each town centre, volunteers support with the pre-teen dances by helping out with a variety of activities and supporting the staff in the concession.

### *Adult/Senior*

CRS offers a variety of adult/senior volunteer opportunities such as:

- Special Event Assistant
- Food Services Assistant
- Seniors Activity Volunteer
- Seniors Outreach Office
- English Conversation Program Facilitator
- Surrey Ambassador – City Hall Tours

### *Aquatics*

Aquatic volunteers work hands-on with children to give stroke correction and teach water safety skills while assisting an instructor and engage with their community during public swims.

Volunteers must have Bronze Cross and AWSI certification, and can volunteer as:

- Aquatic Swim Instructor Assistant
- Aquatic Public Swim Volunteer
- Aquatic Special Events Volunteer

### *Arenas*

Arena volunteers support children's skating and hockey programs city-wide. These volunteer positions support the development of future City of Surrey skating instructors/arena staff.

- Tots Ice Hockey
- Children's Fun Hockey
- Power Skating
- Skating Lessons
- City-Wide Special Events

### *Special Events*

Volunteers are needed to greet and provide information to the public, lead and engage participants in activities, help with setup and strike at each event. The number of volunteers required ranges from 5 to 300, depending on the scope and length of the event.

The City of Surrey hosts 5 major events each year:

- Party for the Planet
- Surrey Children's Festival
- Canada Day
- Fusion Festival
- Tree Lighting Festival

Numerous community events are hosted in each town centre:

- Guildford Hockey Tournament
- BC Summer Games
- Breakfast with Santa
- Children the Heart of the Matter Conference
- Christmas Craft Fair
- Clayton Heights Community Festival
- Cloverdale Cup
- Cloverdale Open House
- Cloverdale Rodeo
- Community Summit
- Diversity Health Fair
- Doors Open
- Early Years Festival
- Easter Eggstravaganza
- Fall Celebration at Kensington Prairie
- Family Day
- Movie Night
- Fleetwood Festival
- Great Salmon Run
- Halloween Howl
- Healthy Community Challenge
- Kensington Prairie Tree Lighting
- Kids Conference
- Kids' Stuff Swap Meet
- Kindergarten Immunization & Wellness Fair
- Little Aces Tennis Launch
- Move for Health Day
- Movie Under the Stars
- Newton Community Festival
- Pioneer Fair
- Restorative Justice Week
- Rick Hansen: Man in Motion
- Seniors Forum
- Sledge Hockey Showdown
- South Surrey Festival
- SurreyFest
- Try it/Sport Fit
- Vaisakhi Parade
- Valentine's Day Dance
- Youth Fest
- Youth Transition Fair

## **Parks**

### *Partners in Parks*

For over 25 years, the Partners in Parks program has offered assistance to volunteers with materials, technical advice and project coordination for activities ranging from park clean-ups to walking clubs. Anyone can become a volunteer, from individual residents to community groups to local businesses. These programs provide residents with the ability to take ownership and pride in their park spaces and allow for new friendships to develop.

Current Partners in Parks programs include:

### *Clean Sweep*

Parks Operations and Engineering Operations host Clean Sweep, an initiative that aligns with Earth Day, in April each year. This one week challenge encourages schools, residents and businesses to clean their local parks and neighbourhoods. This year over 3000 students and 350 residents participated in various community clean-ups.

### *Corporate and Club Volunteers*

In many cases, local companies and service clubs want to show their pride in their communities. Park clean-up days offer a variety of activities; such as, painting picnic tables and shelters, litter picking, edging pathways and cleaning signs in parks. Attendance at these clean-ups can range from 5 to 100 volunteers. Past participants include TELUS, Starbucks, Scouts, Guides and many more.

### *Lend a Hand*

The Lend a Hand program encourages local elementary and secondary schools to clean their neighbouring park spaces once a week, for the entire school year. This allows students the opportunity to take ownership of their park spaces by educating peers and family members. Park staff visit each participating class to offer a 45 minute, play based, workshop on volunteerism and the importance of keeping our park spaces clean. This program aligns with Ministry of Education prescribed learning outcomes surrounding social responsibility. The program has grown by an additional 59 classes this year. In total 136 classes with 2,823 students participated in the program this year.

### *Park Care*

The Partners in Parks programs also encompasses a number of other independent Park Care initiatives. This program currently has 1000 active volunteers in a variety of parks spaces. As a Park Care volunteer, residents are able to complete tasks such as litter picking, adoption of garbage and recycling bins, maintain bike parks, remove graffiti, weed garden beds and preserve their neighbourhood traffic circles. These volunteer opportunities allow for a less strenuous volunteer application process and provide partnership abilities with groups such as restorative justice.

### *Park Hosts*

The Park Host program runs out of Bear Creek Park and has expanded into Crescent Beach this year. These volunteers are best described as roving information booths that provide direction and assistance to park patrons. This program runs on Saturday and Sundays from June until October.

### *Park Stroller*

Park Stroller volunteers lead walks throughout Bear Creek Park and Crescent Beach on Saturdays in July and August. This free program activates our parks and provides residents with an opportunity to meet new friends or enjoy a stroll with old ones.

### *Partners in Parks Event Assistants*

Partners in Parks host a number of outdoor events throughout the year and rely heavily on volunteer support. Some events include the Bear Creek Park Light Festival, Park Play Palooza, over 17 Community Picnics and Sounds of Summer to name a few. These volunteers help us with various aspects of our events, from set-up to running activities.

### *Play Squad*

The Park Play program currently operates with six summer staff who visit forty park sites per week, in July and August. Play Squad volunteers provide an opportunity to decrease the leader to student ratio. These volunteers are able to lead activities and crafts with children aged 0-12.

### *Project Leaders*

Project Leaders are able to host park clean-up in various park sites. Opportunities include litter picking, graffiti removal or park painting projects. Project Leaders plan and lead volunteer clean-ups with the guidance of parks staff.

### *Seniors in the Park*

Seniors are an integral part of our society and are encouraged to visit their park space to become active in both a social and physical sense. Seniors in the Park volunteers will be running interactive activities at Francis Park every Thursday in July and August. Activities will include walking, lawn bowling, cribbage and much more.

## **Nature and Environment Volunteering**

### *Friends of the Forest*

Friends of the Forest take care for Surrey's environment by protecting and enhancing parks and natural areas. Activities include removing invasive plant species, picking up litter, removing graffiti from trees, and reporting park misuse. There are 204 Friends of the Forest Volunteers.

### *Nature Work Parties*

Drop in events that welcome volunteers of all ages. Work parties take place once a month from April to October. Volunteers remove invasive plants in the spring and summer, and plant native trees and shrubs in the fall. There are currently 137 Nature Work Party volunteers.

### *Surrey Youth Stewardship Squad (SYSS)*

The Surrey Youth Stewardship Squad (SYSS) is an opportunity for youth to come together and do environmental projects in the great-out-doors. SYSS is involved in habitat restoration and enhancement projects, community events, and in raising environmental awareness in the community. We also get together to learn about and explore nature through activities such as hiking, biking, rock climbing and more! Volunteers interested in SYSS must be high school aged youth. There are 191 SYSS members.

### *Environmental Special Events*

Special events volunteers assist at community events with an environmental focus such as Party for the Planet, National Tree Day, and Halloween in the Forest. They are involved in a wide variety of roles such as: set up and take down crews, mascots, arts and crafts assistants, face painters, event photographers, etc. There are 133 Environmental Special Events volunteers.

### *Stewardship Assistant*

Stewardship assistants facilitate activities such as community plantings, and Nature Work Parties. It is an opportunity for volunteers to gain leadership skills as well as help improve the environment. There are currently 22 Stewardship Assistants

### *Day Camp Assistant*

Day camp assistants help Program Leaders coordinate nature games, crafts, outings and other activities. The Surrey Nature Centre offers Day Camps during summer, winter and spring breaks. There are 66 Day Camp Assistants.

### *Tree Team*

Tree Team members distribute specimen tree care information to let residents know what they can do to keep their boulevard and backyard trees thriving. They also attend special events to teach the public about the importance of our urban forests and how to better care for our trees. There are 37 Tree Team members

### *Work Experience Opportunities*

The Surrey Nature Centre provides week long work experience placements. Volunteers help deliver environmental educational programs such as Halloween in the Forest and ReLeaf.

## *SNAP*

SNAP volunteers help improve Surrey's natural environment through habitat restoration, environmental special events and providing park users with information on ecology. Opportunities include Habitat Restoration Assistant, Special Events Assistant and Eco Rangers. There are 36 SNAP volunteers.

## **Arts & Culture**

### *Volunteer Docents*

Volunteers give tours of the Surrey Art Gallery's exhibitions to school children and community groups. They use hands-on activities and questioning techniques in tours, helping students enhance their visual literacy and critical thinking skills as they respond to the artworks.

### *Special Event Assistant*

Special Event volunteers work with the public and assist at events like exhibition openings and artists' talks. The volunteers help the public interact with artists and engage with contemporary art and ideas.

## **Heritage Services**

### *Docent (Education Volunteer)*

Volunteers have the opportunity to dress in costume and create a vivid historical experience for children at the Surrey Museum and Historic Stewart Farm. As a volunteer docent, they present hands-on programs and bring enthusiasm to elementary school students.

### *Junior Docent (14 to 18 years old)*

Junior Docent volunteers get to be a part of public demonstrations and activities at the Surrey Museum and Historic Stewart Farm. They help staff to get program materials ready, and encourage visitors to explore displays.

### *Heritage Garden Volunteer*

Volunteers have the opportunity to plant and maintain the Historic Stewart Farm gardens of flowers, vegetables and herbs grown by farmers 100 or more years ago. As a Heritage Garden Volunteer they also share information about the gardens and plants with the public.

### *Surrey Archive Volunteer*

Volunteers research and document the history of the City of Surrey. Volunteers work closely with staff on projects to research, document and organize archival materials including:

- Transcribing oral history from the Archives collection
- Scanning images into the electronic photograph collection
- Tracking documents showing history of the community



## **Engineering**

### *Adopt-A-Street*

The Adopt-A-Street program is a litter cleanup program that encourages businesses, community groups, schools, block clubs and other parts of the community to work together with the City of Surrey to help keep our environment clean and beautiful. Groups can “adopt” a specific site or section of road, pledging to keep it free of trash and debris.

### *Coho Crew*

Coho Crew volunteers join together for work parties at local creeks to protect salmon spawning habitats. Volunteer activities include:

- storm drain marking
- salmon hatchery visits
- installing native plants
- invasive plant removal.



## May 2013 Volunteer Newsletter

### Open House & Plant Sale

Spring is here!

Saturday, May 25: 10:00 a.m. - 4:00 p.m.

Enjoy the garden at your own pace or join one of the Guided Tours departing at 11:30 am and 1:30 pm. Guides will be on hand throughout the garden to point out plants of interest and to answer questions (look for them in their pink pashminas). A wide selection of perennials, ferns, ground covers, shrubs, and trees, selected from the Darts Hill Garden and cared for by the Propagation Team are available at a very reasonable price and ready to be



In the springtime, visitors to the garden come to admire the many vividly blooming rhododendrons, azaleas, primulas, magnolias, and other vibrant perennials. Children's activities will be offered as part of Surrey's Environmental Extravaganza so remember to bring your passport!



Volunteers at Clean Sweep

### Clean Sweep

Thank you

Thank you to the thousands of students and community volunteers who participated in Clean Sweep 2013. From April 21 – April 27 schools and community members cleaned their local parks and neighbourhoods with smiles on their faces and garbage bags in-hand. Clean Sweep began as an annual park cleaning initiative in conjunction with EARTH DAY. It's all about taking care of what we

### Park Play

Summer Program

Park Play is a FREE summer program offering inclusive games, crafts and activities for kids. We also have music, bubbles and colouring sheets. We're in a park near you in July and August. Gather your friends and meet us in the park!

Kick off the season Saturday, June 22<sup>nd</sup> from 11am-2pm at Cloverdale Athletic Park (6630 168<sup>th</sup> street) with a big community bash featuring a rock wall, face painters, roving performers, games, music and much more! Look for volunteer shifts for this event in late May at [www.myvolunteerpage.com](http://www.myvolunteerpage.com) under Partners in Parks.



Park Play in action



## Spring Releaf Kick-off

**A big thank-you to the volunteers!**

Nature Works Parties, SYSS, and Friends of the Forest volunteers came to lend their muscle and brave the mud. With their hard work, we were able to plant 20 shade trees in Bell Estates Park. These trees will clean the air, provide food and shelter for wildlife, cast shade in the summer, and add to the beauty of the park for all.

Our volunteers made the event run smoothly. They helped children with nature crafts and activities, handed out seedlings, and gave high-fives! Enjoy the pictures from Susan Ping, our volunteer photographer.



*Tree Team volunteer Sevdin MacDonald handed out tree seedlings.*



*Stewardship Assistant Shane Blacktop helps to move a tree.*



*Nature Works Parties volunteers joined neighbourhood residents to plant Black Gum trees.*

Ready to volunteer in nature? Join [Park Environmental Stewardship](#) or [Nature Centre and Environmental Education](#), or contact the Environmental Stewardship

## Volunteer Development Workshops

Check out our free workshops that are open to everyone! Dates for the summer workshops (July - August) will be posted on our website in June [www.surrey.ca/volunteer](http://www.surrey.ca/volunteer)

Our customized workshops were developed to give you a wide variety of affordable educational topics to choose from. If you have any suggestions for new workshops please send an email to [volunteer@surrey.ca](mailto:volunteer@surrey.ca).

### Getting to Know Your Community

#### Discover Surrey – Free invite your family and friends

Explore everything Surrey has to offer! You'll learn about the history of our diverse City and find out why Surrey is a great place to live, work and play. Co-sponsored with Toursim Surrey.

**4321782 Sa Jun 1 10:00am-1:00pm**  
Surrey Museum

### Get Involved in Your Community

#### Employment Session for City of Surrey Volunteers – Free volunteers only

Discover how volunteering can help you achieve your employment goals.

**4323312 M Jun 3 6:30pm-8:00pm**  
Guildford Recreation Centre

### Communication & Leadership

#### Leadership Fundamentals - \$15.25 14 – 21 yrs

This interactive workshop focuses on understanding Leadership as an attitude and a process. It covers the characteristics of effective leaders, team interaction and achieving goals. Volunteers will leave with an insight to inspiring others to achieve a shared vision.

**4324213 Sa May 18 10:00am- 1:00pm**  
City Centre Library

### 3 Easy Ways to Register

**Phone:** 604-501-5100

**Web:** [www.surrey.ca/register](http://www.surrey.ca/register)

**In Person:** Register at any Surrey Parks, Recreation and Culture facility.

### Community Safety and Preparedness

#### Foodsafe Level 1 \$30.00

Learn safe food handling and preparation techniques. Topics include receiving, storing, preparing and presenting food.

**4327744 Sa May 4 9:00am- 5:00pm**  
Cloverdale Recreation Centre

#### Volunteers - Emergency First Aid & CPR C \$30

Learn basic first aid techniques and the skills needed to recognize and respond to cardiovascular and choking emergencies for adult, child and infant. (CPR Level C) Includes injury management, personal scene safety and AED (Automatic External Defibrillator). Red Cross certificate issued (3 year expiry).

**4322319 Sa Jun 1 9:00am-5:00pm**  
Sport & Leisure Arenas

#### Emergency Preparedness – Free invite your family and friends

Get ready for an emergency, this course will assist you in being personally prepared at home, work or school. Learn how to identify the risks in your home and find out how to make your own emergency preparedness kit. Co-sponsored with Neighbourhood Emergency Preparedness Program.

**4321785 Tu Jun 4 6:30pm-8:00pm**  
Surrey Arts Centre

### Discover the Benefits of Volunteering

Surrey Parks, Recreation & Culture has a great variety of volunteer opportunities for you to explore, experience and enjoy. Invite your friends to join you.

#### Volunteer Information Session

Find out what opportunities are available and the benefits of volunteering.

**4316036 W May 15 5:30pm-7:00pm**  
City Centre Library



# Surrey's Doors Open Event

Explore Your Community



Tour Doors Open buildings on your own or, hop on one of the Doors Open Trolleys and do a

The City of Surrey is presenting its second annual Doors Open event on June 22<sup>nd</sup>, 2013. Surrey's Doors Open event is modeled on other Doors Open events that are planned all over the world, encouraging people to explore their community. Doors Open is a free family event that provides the unique opportunity for people to be a tourist in their own city. Over 30 buildings in Surrey will offer a behind-the-scenes look at Surrey's rich culture, history, art and architecture. Highlights include free activities, guided tours, food and much more!  
Doors Open Volunteer Opportunities

June 22 from 11 am to 4 pm  
[www.surrey.ca/doorsopen](http://www.surrey.ca/doorsopen)

Show your community spirit and be part of the fun! Doors Open volunteer positions will be posted May 7, 2013 at 4:00PM on MyVolunteerPage.com in City-Wide Special Events.

**Benefits:**

- Learn about your City's rich history, culture and art
- Meet new friends
- Volunteer Snack Pack
- City of Surrey Volunteer Uniform
- Letter of commendation including hours committed

**For more information:**

Phone: 604 598-5863

Email: [lespeseth@surrey.ca](mailto:lespeseth@surrey.ca)

**Family Friendly**

- Bear Creek Park Train
- Chuck Bailey Recreation Centre
- City Centre Library
- Kwantlen Polytechnic University
- Newton Library
- Newton Recreation Centre
- RCMP District 1 Office (City Centre/Whalley)
- RCMP District 3 Office (Newton)
- Surrey Fire Service #10

**Culture & Places of Worship**

- Bear Creek Community Church
- Brookside Sikh Gurdwara
- Cwenengital Aboriginal Society
- Fraser Region Aboriginal Friendship Centre Association
- Guru Nanak Sikh Gurdwara
- Laxmi Narayan Temple
- Spiritual Assembly of the Bahá'ís of Surrey
- St. Andrew's

**Art & Green Spaces**

- Artisans in the Park at Bear Creek Garden
  - Holland Park
  - Newton Cultural Centre
- Heritage**
- Round Up Café
  - Royal Canadian Legion
  - St. Helen's Anglican Church
  - Ukrainian Orthodox Church of St. Mary

## Canada Day

### Volunteer Opportunities

The City of Surrey's Canada Day celebration at the Cloverdale Amphitheatre is Western Canada's Largest July 1st celebration. We will be looking for close to 130 volunteers to support with event set up, kids world craft tent, soccer zone, and more! Volunteers will receive a City of Surrey volunteer uniform, lunch or dinner and a letter of commendation.

If you're interested in volunteering, mark your calendar: shifts will be posted on [www.MyVolunteerPage.com](http://www.MyVolunteerPage.com) on Thursday, May 30 at 4pm and will fill up quickly.

Please note that there will be an orientation for new volunteers the week of the event.



One of our [national symbols](#)

## Summer Day Camps

### Community & Recreation Services

Already we've had over 180 people apply to volunteer with the [summer day camps](#) this year! The summer day camps are a great opportunity to work closely with staff to develop your skills, both personally and professionally. With so many camps to select from, you can take part in your choice of sport, swimming, art, dance, drama, science or themed camps. Dates, times and locations are flexible and will give you something exciting to do over your summer break. Please note that you must be at least 14 years of age, and must be able to commit to at least one whole week.

For more information please email [jmonk@surrey.ca](mailto:jmonk@surrey.ca) or call 604.502.6323.



Summer Day Camp volunteer with a mischievous participant



## ESS Corner

### Emergency Social Services

#### 6<sup>th</sup> Annual Mock Exercise

To kick off National Emergency Preparedness week, Chuck Bailey Recreation Centre will be hosting this year's Annual Mock Exercise on Saturday, May 4. The annual exercise is a great opportunity for ESS volunteers to practice their skills. We are excited that we have hit capacity for volunteer responder positions and evacuee positions. Thank you to all who will be participating! I look forward to seeing you at the Mock Reception Centre!

#### April ESS Meet & Greet

The Newton ESS Team hosted a great meet and greet session on April 9<sup>th</sup>. Staff and volunteers were able to review the ESS Registration File form and ESS Referrals form in preparation for the exercise.

#### Justice Institute of British Columbia (JIBC) Training

##### Introduction to Reception Centre & Introduction to Group Lodging Courses

On April 20<sup>th</sup>, Introduction to Reception Centre and Introduction to Group Lodging were launched at the Justice Institute of British Columbia (JIBC). Both courses are targeted at new responders and teach the basics for working at these two Emergency Social Services (ESS) sites. These courses will also be offered online and in community based settings beginning on May 1.

#### ESS113 – Registration and Referrals

This course describes the process for registering evacuees and for providing them with referrals for food, clothing, and lodging. The course includes completion of the ESS File and Referral forms.

**ESS113 Sa May 11 9A-430P**

JIBC New Westminster Campus

#### ESS114 – Introduction to Reception Centre

A half-day course targeted at new ESS Responders on the operation of a Reception Centre.

**ESS114 Sa Jun 25 AM**

Port Moody – location TBA

#### ESS115 – Introduction to Group Lodging

A half-day course targeted at new ESS Responders on the operation of a Group Lodging.

**ESS115 Sa Jun 25 PM**

Port Moody – location TBA

If you are a Registered and Accepted ESS Volunteer and would like to attend these courses, please email Angel Lou, your ESS Program Leader.



Natural disasters may be beyond our control, but there are ways to reduce the risk and the impact of whatever emergency we might face - whether natural or human-induced.

Each year thousands of Canadian families face emergencies that could change their lives forever. Don't be caught off-guard.

- Practice as a family at least once a year
- Check your emergency plans; at work; at schools; at daycares.
- Having essential items at hand will be a great comfort in an emergency. Make your own or purchase a ready-made kit.
- Knowing the risks will help you better plan for them.
- Take courses on how to be prepared:

For tips on Personal Emergency Preparedness, please visit the SEP website [www.SEP.Surrey.ca](http://www.SEP.Surrey.ca)

For more details on Emergency Preparedness Week, please visit [www.GetPrepared.ca](http://www.GetPrepared.ca)

#### EMERGENCY PREPAREDNESS PRESENTATIONS FOR THE PUBLIC

**EP Presentation Tu May 7 7:00–8:30PM**

Kensington Prairie Recreation Centre, 16824 – 32 Ave

**EP Presentation We May 8 7:00-8:30PM**

Fire Hall #9 –East Building, 14901 – 64<sup>th</sup> Ave

**EP Presentation Th May 9 7:00-8:30PM**

Bear Creek Pavilion, 13750 – 88 Ave

To register email your request to

[SurreyEmergencyProgram@surrey.ca](mailto:SurreyEmergencyProgram@surrey.ca)