



# Seniors Volunteer Training





## OAIA's Partnership with the City of Markham

- The City of Markham partners with the OAIA to provide high quality programs that meet, if not exceed the expectation of our members.
- The City and the OAIA are committed to providing welcoming, safe, inclusive programs.





## Professionalism

- The professional delivery of programs is guided by the City of Markham support coupled with the OAlA's Policies and Procedures.
- Our policies and procedures translate these values into the important day to day practices that demonstrate to keep participants safe, and provide them with high quality programs.





## Professional Conduct

- When it comes to professional conduct, remember that you are the role model.
- Your behavior and conduct must always reflect a mature and responsible individual.
- Creating positive connections with participants.
- Promote respect and civility within the Club.





## Roles & Responsibilities

- Act as a liaison between members, City of Markham staff and the Board of Directors.
- Confirm that you have completed this volunteer orientation.
- Ensure club membership terms/conditions are met.
- Communicate with your activity group re: notices, announcements, etc.
- Provide answers to general inquiries regarding membership.
- Refer any media inquiries to a City of Markham Full Time Staff.





## Roles & Responsibilities

- Ensure overall safety of participants in the program
- Ensure smooth operation of activity:
  - Site check for hazards prior to the start of the program
  - Take attendance
  - Collect fees
  - Assist with cleanup (as required)





## Reasons for Program Cancellations

- York Region Public Health determines if COVID-19 protocols are not being adhered to
- Provincial Government declares restrictions or shut down if COVID-19 numbers dictate





## Emergency Procedures – Fire Alarm

- **CONTACT MARKHAM STAFF IMMEDIATELY**
- Remain calm
- Pull the alarm immediately if there is a fire
- Evacuate participants through the nearest SAFE exit
- Gather in the designated area (**Green-P parking lot on the west side of Water Street**)
- Do not re-enter the building until the all clear is given by the Markham Fire Dept.





## Emergency Procedures – Serious Emergency

- **CONTACT MARKHAM STAFF IMMEDIATELY**
- Remain calm
- Do not move an injured person; make them as comfortable as possible
- Markham Staff will administer First Aid (if needed)
- **Call 911** (telephone is available at the front desk - **dial 9 for outside line**)
- Wait for EMS to arrive
- A City of Markham incident/accident report will be completed by Markham Staff





## Emergency Procedures – Non Serious Emergency

- **CONTACT MARKHAM STAFF IMMEDIATELY**
- Remain calm
- Make the individual as comfortable as possible
- Markham Staff will administer First Aid (if needed)
- Arrange for a friend or family member to drive the individual home, if necessary.
- A City of Markham incident/accident report will be completed by Markham Staff





## What is Racism?

- Racism is broader in experience and practice than racial discrimination.
- It is a belief that one group is superior to others.
- It is deeply rooted in attitudes, values and stereotypical beliefs. In some cases, these may be unconscious.
- It involves assumptions that have evolved over time and have become embedded in systems and institutions,
- It is associated with the dominant group's power and privilege.
- Racism can be openly displayed in racial jokes, slurs, or hate crimes.





## Anti-Black Racism

- Anti-Black racism is prejudice, attitudes, beliefs, stereotyping or discrimination that is directed at people of African descent and is rooted in their unique history and experience of enslavement and colonization.





## Individual or Interpersonal Racism

- Individual racism occurs when racism is expressed overtly in everyday behaviour through speech, facial expressions, or actions. Examples include:
- Avoiding contact with members of a racialized group.
- Ignoring, silencing, and belittling racialized individuals.
- Using offensive jokes, graffiti, emails, and posters that target racialized people.
- Engaging in insults, name-calling, verbal abuse, and threats against people because of race, colour, or place of origin.
- Engaging in hate crimes and violence against racialized groups.





## What if you encounter Racism?

- Racism is one of several documented unacceptable behaviours by both the City of Markham and OAIA
- The City of Markham Code of Conduct is posted in the building.
- The OAIA Code of Conduct can be found on page 6 of our Policies and Procedures
- Consult either one for guidance on what to do





## COVID-19 Protocols

- COVID-19 vaccinations are required
- Completion of COVID-19 Self Assessment Screening is required before entering participating in any service
- Those who confirm potential COVID-19 exposure are directed to self-isolate and contact York Region Public Health
- Limits are set on the number of participants in each activity
- Hand Sanitizer dispensing units are on site
- For all passive activities, a mask or face covering is mandatory
- For all active activities, participants are required to wear a mask or face covering at all times (i.e. bench) when they are not on the “field of play”.





**If you have questions please  
speak with a member of the  
Board of Directors**