



WYE MARSH

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FRIENDS OF WYE MARSH INC. VOLUNTEER HANDBOOK



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Introduction

Welcome to the Wye Marsh Wildlife Centre. This Volunteer Handbook (the “Handbook”) contains important information about volunteering at Wye Marsh Wildlife Centre. Please read it carefully and direct any questions or concerns to your supervisor.

The Handbook is an evolving document that will be adapted as appropriate to reflect cultural and organizational changes within the corporation as well as the modifications that are made to reflect current government regulations. Since it is difficult to anticipate and list all situations that might arise in the course of your work, this Handbook makes broad reference to the Ontario Employment Standards Act, as updated from time-to-time.

The policies and procedures in the Handbook serve to provide a working environment at the Wye Marsh Wildlife Centre in which both customer and employee interests are served. The FOWM values the talents and abilities of its volunteers and seeks to foster an open and cooperative environment in which volunteers and the corporation can thrive. The FOWM provides an open door policy in which volunteers are encouraged to take problems to the next level of management if they are unable to resolve a situation with their supervisor.

About the Corporation

Environment Canada opened the Wye Marsh in 1969 as a Natural Wildlife Area under the management of the Canadian Wildlife Service. In 1983 the Friends of Wye Marsh Inc. was incorporated in Ontario and in 1985 it took over the day-to-day operations of the Centre, the NWA and the surrounding Crown lands, and all associated costs therein. FOWM is a not-for-profit corporation as well as being a registered charity.

FOWM is under contract with the Canadian Wildlife Service and the Ontario Ministry of Natural Resources and Forestry to provide environmental stewardship for both the Federal and Crown lands and to provide educational programs for school groups and the public at large. The Wye Marsh Wildlife Centre buildings are owned by Environment and Climate Change Canada and the FOWM is responsible for the care and maintenance of the structures.

All activities undertaken by FOWM at the Wye Marsh Wildlife Centre are governed by the contracts and permits issued by the CWS and the MNRF. Employees are to immediately seek clarification from their supervisor or the Executive Director if at any time they are unsure if any actions they are taking or any direction they are given is in conflict with the CWS and MNRF permits or contracts.

Mission Statement

We are a centre for wetlands research, interpretation and education based on the principle of stewardship and the importance of environmental awareness



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Definitions and Acronyms

CWS	Canadian Wildlife Service
ECCC	Environment and Climate Change Canada
ESA	The Ontario Employment Standards Act
FOWM	Friends of Wye Marsh Inc.
MNR	Ministry of Natural Resources and Forestry
OHS	Ontario Health and Safety Act
Volunteers	An individual who willingly and freely assists with programs, events, the day to day operations of Wye Marsh Wildlife Centre, and/ or other defined tasks on behalf of Wye Marsh Wildlife Centre without compensation.

Expectations:

The purpose of the Wye Marsh Wildlife Centre Volunteer Program is to actively promote a mutually rewarding relationship between volunteers who offer their talents, skills, and time and staff who will support them in their efforts to cooperatively foster stewardship of the Wye Marsh and educational programs.

To this end, the Wye Marsh Wildlife Centre accepts and encourages the involvement of the volunteers within all appropriate programs and activities. All staff members, as well as others in leadership roles, are encouraged to assist in the creation of meaningful and productive roles for volunteers.

Volunteers can expect to have:

- A friendly atmosphere where volunteers are part of the team;
- A safe environment in which to work;
- An assignment that is meaningful;
- Proper orientation to place and position;
- Effective supervision, support and direction;
- Ongoing training and education to allow for growth and increased responsibility;
- The opportunity to decline a suggested placement;
- Recognition for work well done.

Volunteers are expected to:

- Have a desire to volunteer and an understanding of the value of their volunteer contributions;
- Complete the recruitment process by submitting a volunteer application, attending a volunteer interview, submitting a valid Vulnerable Sector Check or Criminal Record Check (depending on position) to the Event & Volunteer Coordinator, and participating in orientation and training programs;



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- Work as a team member with staff and fellow volunteers;
- Conduct themselves with dignity, courtesy and consideration towards others;
- Assist with keeping an accurate record of volunteer hours;
- Understand and carry out all responsibilities on the position description in a positive and professional manner.

Vulnerable Sector Checks & Criminal Record Checks

Volunteers who will be working with vulnerable members of society, such as children, the elderly, or persons with disabilities, are required to complete a police vulnerable sector check, which will be completed prior to commencement of volunteer duties at Wye Marsh. All other volunteers will be required to submit a Criminal Record Check. Volunteers are required to provide the Event & Volunteer Coordinator with a copy of their completed Vulnerable Sector Check/Criminal Record Check for their volunteer file. The Event & Volunteer Coordinator will provide the volunteer with the required documentation to request the appropriate documentation, which must be submitted to the police force that is responsible for the geographic area in which the employee resides.

FOWM reserves the right to amend the roles of a volunteer to ensure the safety of its vulnerable customers, clients, staff, and other volunteers as it sees fit in the event the vulnerable sector check details any convictions relating to child endangerment, assault, including sexual assault, or theft or fraud, or non-convictions for similar offences. Such amended roles may result in reduced duties and/or a substantial change to the volunteer's duties.

Limited Exclusions

The Wye Marsh Wildlife Centre recognizes that, in extraordinary circumstances, the services of an unregistered volunteer(s) may be offered on an "as needed" or "one time only" basis (i.e. Sweetwater). This is acceptable on a case-by-case basis and the decision as to whether the offer of assistance is accepted will be the responsibility of the paid staff and/or registered volunteer who is in charge of the activity. The decision to accept the offer will be based on the level of risk to the unregistered volunteer as well as the level of risk to the participants in the program or service.

Youth Volunteers

Volunteers who are under the age of 18 must have the written consent of a parent or legal guardian prior to volunteering. Volunteers under the age of 12 must be accompanied by a volunteer that is of suitable supervision age.

Co-Operative Education Volunteers

Students volunteering at Wye Marsh Wildlife Centre as their placement as part of their co-op program shall be considered volunteers of Wye Marsh Wildlife Centre, and shall follow the pertaining policies and procedures. It is the responsibility of the student to provide any school forms that require a signature for the corroboration of volunteer hours. Co-op students are vetted and overseen by the Executive Director as opposed to the Event & Volunteer Coordinator.



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Smoking and Vaping

The Wye Marsh Wildlife Centre is a smoke free environment. Smoking and vaping are only allowed in the designated area in the main parking lot.

Pets & Children

Volunteers are not allowed to bring either their pets or their children during volunteer shifts at Wye Marsh.

Volunteer Dress Code

As representatives of the Wye Marsh Wildlife Centre, volunteers are expected to have a neat and clean appearance and be courteous and helpful while on duty. Volunteers should dress appropriately for the conditions and performances of their duties. Volunteers are to be identified as such through wearing nametags, volunteer uniforms, volunteer hats, or other methods provided by the Wye Marsh Wildlife Centre.

Use of Wye Marsh Property and Equipment

Volunteers may not use Wye Marsh equipment for personal use, nor shall they remove any Wye Marsh equipment from the Wye Marsh Wildlife Centre unless they have written approval from their supervisor or the Executive Director.

Radio Use

Handheld radios are given to volunteers for their use throughout the facility and trail system. The radios are to be treated with respect, kept dry and proper radio language used. Volunteers are required to have a radio with them, and turned on, any time they are volunteering outside of the Visitor Centre UNLESS working in groups or under staff supervision.

Radio Codes

Code RED	Fire
Code GREEN	Non life-threatening injury
Code BLUE	Life threatening
Code BLACK	Deceased person
Code ORANGE	Missing Person
Code BROWN	Threat to yourself
Code PURPLE	Animal threat



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General Information

Wye Marsh	705-526-7809
Event & Volunteer Coordinator	x217
Executive Director	x201
Emergency - Police/Fire/Ambulance:	911
911 Address:	Wye Marsh Wildlife Centre 16160 Highway 12 Tay Township Ontario
Fire Department - Township of Tay:	705-534-7248
Georgian Bay General Hospital Midland:	705-526-1300
Huron Alarms:	705-527-9311
Poison Information Centre:	1-800-268-9017
OPP Non-emergency line	705-526-3761 OR 1-888-310-1122
Mailing Address:	Wye Marsh Wildlife Centre P.O. Box 100 Midland Ontario L4R 4K6

Disciplinary Policy

The FOWM Board of Directors and the Executive Director have overall responsibility for the effective operation of the corporation. The Handbook and the FOWM policies and procedures provide the framework for all volunteers to perform their designated duties in a safe and healthy environment.

Responsibility for monitoring and reviewing the Handbook and its policies and making recommendations for change lies with the Board of Directors and the Executive Director, who will review the Handbook on an annual basis to ensure that it reflects best practice.

Disciplinary actions taken against a volunteer whose conduct is not in accordance with the Handbook and corporate policies and procedures will depend on factors such as the seriousness of the breach, the impact such conduct has on the corporation or the individual concerned, and other mitigating factors such as the volunteer's disciplinary record.

Serious offences such as misappropriation of funds or any actions that jeopardize the health and safety of employees, volunteers, customers, or clients may be cause for immediate dismissal.

Volunteers are advised that disciplinary actions may include:

- Written or verbal reprimands by the volunteer's supervisor or the Executive Director; or
- Dismissal



Attendance and Absenteeism Policy

Volunteers are expected to be reliable in the performance of their duties. Attendance is to be dependable and punctual. If expecting to be absent from a scheduled duty, volunteers should inform the supervising staff member and/or the Event & Volunteer Coordinator as far in advance as possible so that alternative arrangements can be made.

Volunteer Time Log

Volunteers are responsible for filling out the volunteer time log for their time volunteered, located in the Visitor Centre. In exceptional cases, like Sweetwater Harvest Festival, volunteers are responsible for signing in at the designated sign in location. If the volunteer is unable to physically make their way to the sign in, please let a staff know that you have arrived and to please pass the information on to the Event & Volunteer Coordinator.

Workplace Non-Discrimination and Harassment Policy

FOWM is committed to providing a work environment in which all volunteers are treated with respect and dignity. Workplace harassment will not be tolerated from any person in the workplace including customers, clients, other volunteers, employees, supervisors, members of the board of directors, and members of the public.

The right to freedom from discrimination and harassment extends to all FOWM employees, volunteers, and co-op students of the Wye Marsh Wildlife Centre. It is unacceptable for members of FOWM to engage in harassment or discrimination when dealing with clients or customers, or with others they have professional dealings with, such as suppliers or service providers.

This policy applies at every level of FOWM and to every aspect of the workplace environment and employment relationship, including recruitment, selection, promotion, transfers, training, salaries, benefits and termination. It also covers rates of pay, overtime, hours of work, holidays, shift work, discipline and performance evaluations. This policy also applies to events that occur outside of the physical workplace such as during business trips or company parties.

This policy prohibits discrimination or harassment based on the following grounds, and any combination of these grounds:

- Age
- Creed (religion)
- Sex (including pregnancy and breastfeeding)
- Sexual orientation
- Gender identity
- Gender expression
- Family status (such as being in a parent-child relationship)
- Marital status (including married, single, widowed, divorced, separated or living in a conjugal relationship outside of marriage, whether in a same-sex or opposite-sex relationship)
- Disability (including mental, physical, developmental or learning disabilities)
- Race



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- Ancestry
- Place of origin
- Ethnic origin
- Citizenship
- Colour
- Record of offences (criminal conviction for a provincial offence, or for an offence for which a pardon has been received)
- Vaccination status
- Association or relationship with a person identified by one of the above grounds
- Perception that one of the above grounds applies

The workplace harassment program applies to all employees and volunteers including managers, supervisors, temporary employees, students, subcontractors, and members of the Board of Directors.

1. Workplace Harassment

Workplace harassment means engaging in a course of vexatious comments or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome or workplace sexual harassment, such as:

- offensive or intimidating comments or jokes;
- bullying or aggressive behaviour;
- displaying or circulating offensive pictures or materials;
- inappropriate staring;
- workplace sexual harassment; or
- isolating or making fun of a worker because of gender identity.

Workplace sexual harassment may include:

- asking questions, talking, or writing about sexual activities;
- rough or vulgar humour or language related to sexuality, sexual orientation or gender;
- displaying or circulating pornography, sexual images, or offensive sexual jokes in print or electronic form;
- leering or inappropriate staring;
- invading personal space;
- unnecessary physical contact, including inappropriate touching;
- demanding hugs, dates, or sexual favours;
- making gender-related comments about someone's physical characteristics, mannerisms, or conformity to sex-role stereotypes;
- verbally abusing, threatening or taunting someone based on gender or sexual orientation; or,
- threatening to penalize or otherwise punish a worker if they refuse a sexual advance.

Where the conduct or behaviour includes inappropriate sexual touching, this may also constitute a criminal offence such as sexual assault. In such cases, the police should be notified in accordance with the Violence in the Workplace policy.

Reasonable action taken by the employer or supervisor relating to the management and direction of workers or the workplace is not workplace harassment, for example scheduling a performance review.



2. Reporting workplace harassment

How to report workplace harassment:

Volunteers can report incidents or complaints of workplace harassment verbally or in writing. When reporting verbally, the reporting contact, along with the employee complaining of harassment, will capture the details of such complaint in writing immediately after the complaint is made. Supervisors and managers are expected to act against harassment even without a complaint being made about the harassing behavior.

The report of the incident should include the following information:

- i Name(s) of the employee who has allegedly experienced workplace harassment and contact information
- ii Name of the alleged harasser(s), position and contact information (if known)
- iii Names of the witness(es) (if any) or other person(s) with relevant information to provide about the incident (if any) and contact information (if known)
- iv Details of what happened including date(s), frequency and location(s) of the alleged incident(s)
 - a. Any supporting documents the employee who complains of harassment may have in his/her possession that are relevant to the complaint.
 - b. List any documents a witness, another person or the alleged harasser may have in their possession that are relevant to the complaint.

Who to report workplace harassment to:

An incident or a complaint of workplace harassment should be reported as soon as possible after experiencing or witnessing an incident. This allows the incident to be investigated in a timely manner. The volunteer shall report a workplace harassment incident or complaint to either the Event & Volunteer Coordinator, or the Executive Director. If the supervisor is the person engaging in the workplace harassment, the complaint should be made to the Board of Directors. The Executive Director shall be notified of the workplace harassment incident or complaint so that they can ensure an investigation is conducted that is appropriate in the circumstances. If the incident or complaint involves the Executive Director, an external person qualified to conduct a workplace harassment investigation who has knowledge of the relevant workplace harassment laws will be retained to conduct the investigation.

All incidents or complaints of workplace harassment shall be kept confidential except to the extent necessary to protect workers, to investigate the complaint or incident, to take corrective action or otherwise as required by law.



Confidentiality Policy

While volunteering individuals may have access to and be entrusted with Confidential Information. “Confidential Information” means all and any information concerning FOWM’s business and finances, including without limitation, technical procedures and intellectual property rights, its customer, client and supplier lists, dealings, transactions and affairs; its products and services; contact details of clients, customers, and suppliers, information about individuals within clients, customers and suppliers; financial projections, targets and accounts; pricing policies and pricing statistics; commercial activities, product development and future plans; and similar information concerning FOWM’s clients, customers, and suppliers, all of which information is acknowledge by the employee to be:

- Confidential to FOWM;
- Commercially sensitive in FOWM’s market; and
- Potentially damaging to FOWM’s financial stability if disclosed to a third party.

The volunteer shall not, during the period of their involvement with FOWM, except in the proper course of their duties, and shall not at any time and in any circumstances after the termination of their involvement except with the prior written consent of FOWM, for their own benefit or for the benefit of any other person, firm, or corporation, other than FOWM, use or divulge or disclose any Confidential Information.

The volunteer shall not during the continuation of their employment, make, other than for FOWM’s benefit, memoranda, video, photographs, photocopies, plans, drawings, or any form of record including, without limitation, copies, whether electronic or otherwise, of any matter which is confidential to FOWM or its customers or concerning any of its dealings or affairs.

Any record made by the volunteer as detailed herein shall be and remain the property of FOWM and shall be handed over by the volunteer to FOWM as it may require on demand and in any event not later than the date of termination of the volunteer’s involvement. In particular, and without prejudice to that generally, the volunteer shall not create or print any customer list, other than in the proper performance of the volunteer’s duties, and any such list must not be removed from FOWM’s premises at any time and for any reason.

During the continuance of the volunteer’s involvement, they shall use their best endeavors to prevent the divulgence or disclosure by third parties of the Confidential Information, except when required to do so by law.



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Safe Trail Policy

All volunteers are encouraged to make use of the trail system throughout the Wye Marsh. Volunteers are reminded that when they are on the trails in a volunteer uniform, they represent FOWM whether they are on the trails as part of their regular duties, and they should be prepared to assist customers and clients as required. In the event a customer approaches a volunteer while on the trail system to ask questions regarding the Wye Marsh and the volunteer is not otherwise engaged, the volunteer shall, to the best of his or her knowledge, respond to the inquiry or request assistance from another employee or volunteer.

The FOWM Maintenance Manager is responsible for the overall management and maintenance of the trails throughout the Wye Marsh. However, all volunteers should play an active role in ensuring the trails are kept clean and safe and are being used in the manner for which they are intended. Volunteers should discuss with their supervisor, the Maintenance Manager or the Health and Safety Officer any concerns they may have regarding safety issues.

Volunteers shall:

- Immediately report to the Maintenance Manager or their supervisor any trees or branches that are on the trail or appear likely to fall onto the trail;
- Vacate the trails immediately, and assist customers and clients to do the same, in the event of adverse weather conditions as detailed below;
- When on the trails always carry a radio, which shall be turned on to the channel that is assigned to them in accordance with their role in the organization;
- Immediately report to their supervisor, Maintenance Manager or the Executive Director any activity by other employees, volunteers, customers, or clients that may result in the loss of enjoyment by others, damage to FOWM property, or physical injury of any person. Such activities may include but are not limited to:
 - Children not properly supervised, especially near a body of water;
 - Loud, boisterous, or otherwise rude and disruptive behavior;
 - Unauthorized use of FOWM equipment;
 - Any action that may cause harm to Wye Marsh flora or fauna;
 - Any action that may cause harm to Wye Marsh infrastructure such as boardwalks, signs, observation towers and other structures;
 - Dogs roaming freely; or
 - Any action that the employee believes may result in the physical endangerment of any person.

Under no circumstance shall a volunteer engage any individual who is behaving in an aggressive or violent manner. The volunteer shall immediately retreat to a safe area and call a Code Brown on their radio.



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In general:

1. A designated employee or volunteer will conduct a weekly inspection for debris, danger from falling trees, surface degradation, and water issues. All ski trails will be inspected monthly during off-season and weekly during ski season. The person doing the inspection will complete the trail inspection form and provide a copy to the Maintenance Manager.
2. A designated employee or volunteer will walk the trails twice a year and mark trees to be removed. All trees that are dead or diseased that lean into the trail or are close enough to fall on the trail will be cut down by the Maintenance Manager as soon as it is safe to do so.
3. A designated employee or volunteer will inspect the trails as soon as possible after a severe weather event and before the facility is open to the public.
4. Program employees will ensure that program areas will be inspected prior to the start of the program and advise the Maintenance Manager of any required actions to ensure visitor safety.
5. Trail surfaces will be maintained in a reasonable manner to ensure visitor safety.
6. A designated employee or volunteer will inspect bridges, boardwalks, observation blinds, the tower and all ramps on an annual basis and provide a written report to the Maintenance Manager.
7. All trails will be closed when there are sustained winds of over 35 km/hr and/or when wind gusts exceed 60km/h and/or thunderstorms/snow squalls are imminent or occurring.

Summer programming will be cancelled if temperatures exceed 35 degrees. Winter programming will be cancelled if the wind chill is less than -30 degrees.

Employees are to immediately seek shelter in the main building, or when it is difficult to do so, seek shelter elsewhere. Avoid seeking shelter under trees. Employees shall ensure that volunteers, customers, and clients are advised that the trails are closed due to weather conditions and shall assist with evacuation.



Code of Conduct and Ethics Policy

FOWM expects all volunteer and employees to observe the highest standards of ethics and integrity in their conduct. This means following a basic code of ethical behavior that includes the following.

1. Acquaint themselves with and abide by FOWM's mission statement, vision, and policies.
2. Refrain from condoning, participating in, or engaging in dishonesty, fraud, deceit, or misrepresentation.
3. Comply with all applicable legal regulations, and legal statutes.
4. Always act in good faith in their relationships with other people, either internally or externally.
5. Respect differences in people, including protected grounds as per the Ontario Human Rights Code as amended from time to time. These include: age; ancestry, colour, race; citizenship; ethnic origin; place of origin; creed; disability; family status; marital status (including single status); gender identity; gender expression; receipt of public assistance; record of offences; sex (including pregnancy and breastfeeding); sexual orientation, vaccination status.
6. Refrain from the use of profanity, verbal abuse or violence.
7. Maintain complete confidentiality regarding FOWM affairs and decisions, during and after their tenure with FOWM, and refrain from relaying information they may have had access to that is not available to the public, including but not limited to information about other employees, volunteers, clients or customers.
8. Respect and abide by Board decisions.
9. Follow approved communications protocols and policies in regard to public comments, including media contact and the use of social media.
10. Refrain from engaging in public criticism or political conversations that would jeopardize the reputation of FOWM and the Wye Marsh Wildlife Centre and its employees or volunteers, including in person or through traditional or social media, both during and after their tenure with FOWM.
11. Not be in possession of, or under the influence of, illegal drugs in the workplace or while performing their job responsibilities.
12. Not attend work under the influence of alcohol, cannabis or other drugs that may affect their ability to perform their job responsibilities and not possess these substances in the workplace or while performing their job responsibilities.
13. Advise their supervisor if they must, for medical reasons, take drugs that impair their abilities.

Comply with:

- FOWM's policies regarding the Non-Discrimination and Harassment Policy, Health and Safety Policy and Violence in the Workplace Policy.
- FOWM's Conflict of Interest Policy
- Volunteers will store, handle, and transfer all records, in all formats, in a way that complies with the needs of FOWM for privacy and security.



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- All corporate records must be true, accurate and complete, and corporation data must be promptly and accurately entered in FOWM books in accordance with FOWM's and other applicable accounting principles.

FOWM depends on all of its employees and volunteers to uphold the Code of Conduct and Ethics Policy. Retaliation against employees who exercise this duty is a violation of the Code itself.

Conflict of Interest Policy

Employees and volunteers must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their duties. Employees are not to conduct any recurring private commercial business:

- that in any way inhibits them from carrying out their FOWM responsibilities;
- involves the use of Wye Marsh Wildlife premises, equipment, or suppliers;
- places the employee in a real or apparent conflict of interest with FOWM;
- that supplies goods or services to the Wye Marsh Wildlife Centre.

Employees and volunteers are prohibited from soliciting any personal benefits such as cash, gift certificates, gifts, or loans, which are a direct result of FOWM activities with suppliers, customers, clients or competitors. However, employees and volunteers may accept nominal gifts not exceeding \$25.00 in value if such gifts are made voluntarily and there is no reasonable likelihood that it will affect the employee's judgment or actions in performing their duties.

Employees or volunteers must never use FOWM property or information for personal gain or personally take for themselves any opportunity that is discovered through their position with FOWM.

Employees or volunteers with a conflict of interest question should seek advice from their supervisor. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek guidance from their supervisor.

Health and Safety Policy

The guidelines contained herein are not to be construed as the complete FOWM Health and Safety Policies. The FOWM Health and Safety Handbook, which, combined with the Occupational Health and Safety Act of Ontario, are the definitive documents for all FOWM health and safety procedures. A copy of the handbook will be provided to every employee.

FOWM, along with its employees, contractors, and volunteers, must take reasonable precautions to ensure that the workplace is safe. FOWM complies with all requirements for creating a healthy and safe workplace in accordance with the Occupational Health and Safety Act of Ontario.

Employees or volunteers who have health and safety concerns or identify potential hazards should contact the Executive Director and/or Maintenance Manager.



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General Provisions

- Maintaining a safe and healthy work environment is every employee and volunteer's responsibility.
- All Health and Safety training will be completed as soon as possible after an employee/volunteer is hired.
- Every employee/ volunteer has the right to refuse to perform unsafe operations.
- Machinery and equipment must be in a safe operating condition and employees/ volunteers must operate machinery in compliance with established safe working practices and procedures.
- Employees/ volunteers must report any medical condition, or any prescribed medications, including cannabis, that could impede their work performance to their supervisor.

First Aid

There is one WSIB First Aid Station:

- In the furnace room in the basement.

There are four First Aid Kits in the following locations:

- Lobby of the Visitor's Centre in front of the washrooms;
- At the bottom of the stairs in the staff area;
- The Maintenance Shop, including an eye wash station and shower; and
- **The Cookhouse**

Program staff and volunteers are required to carry first aid packs when teaching school or public programs. There will be a First Aid trained person on duty at all times. Only those employees who are certified through an approved first aid program are permitted to administer first aid care, except in extenuating circumstances.

Fire

Upon Discovery of Fire:

- Leave fire area immediately.
- Close all doors behind you.
- Call The Tay Township Fire Department at 9-1-1 from a safe location. Provide first responder with the Wye Marsh address: **16160 Highway 12 East, Tay Township East of Midland**
- Use exit to leave the building.

Upon Hearing of a Fire Condition:

- Leave building via nearest exit.
- Close doors behind you.



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Caution:

- If smoke is heavy in the corridor it may be safer to stay in your area. Close door and place a wet towel or other object, i.e. jacket, sweater, etc. at the base of the door.
- If you encounter smoke in stairway use an alternate exit or find refuge in nearest suite.

Air Quality

Indoor air quality can lead to many health issues. FOWM recognizes this and will attempt to minimize the risks associated with indoor air quality and the effects on its employees/ volunteers. Employees/ volunteers should report any issues pertaining to air quality to their supervisor or the Health and Safety Officer.

Smoke Free Environment

Effective May 31, 2006, the province of Ontario banned smoking in workplaces. As such, smoking in the offices of FOWM is not permitted at any time. An enclosed workplace is defined as the inside of any place, building or structure or conveyance or a part of any of them that a) is covered by a roof or b) employees work in or frequent during the course of their employment whether or not they are acting in the course of their employment at the time, and c) is not primarily a private dwelling.

Scents

FOWM is aware that some persons may have allergies or sensitivities to perfumes, lotions, colognes and / or chemical smells. As a result, FOWM discourages the overuse of these products.

Workplace Hazardous Materials Information System (WHMIS)

Employees/ volunteers must be able to immediately see that a hazard is present. Therefore all controlled chemicals must carry a WHMIS warning label. Dangerous consumer products must also be clearly labeled with hazard symbols.

Material Safety Data Sheets (MSDS) describe how to safely handle hazardous materials and how to respond to emergencies.

All cleaning products and hazardous materials used or stored on the premises have Material Safety Data Sheets in the WHMIS binder in the Health and Safety Bulletin Board.

Violence in the Workplace Policy

The guidelines contained herein are not to be construed as the complete FOWM Violence in the Workplace Policy. The FOWM Violence in the Workplace Program, combined with the Occupational Health and Safety Act, are the definitive documents for all FOWM violence in the workplace procedures. A copy of the program is available to every employee. Volunteers of Wye Marsh Wildlife Centre will be held to the same standards as employees for the purposes of this policy.

FOWM is committed to providing a safe work environment and maintaining a workplace that is free of workplace violence as required by the Occupational Health and Safety Act. Furthermore, FOWM is



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committed to the protection of the health, safety and wellbeing of employees, volunteers, client and customers while working at or visiting the Wye Marsh Wildlife Centre. As such, FOWM will take all reasonable precautions to provide and maintain a working environment that is free of violence.

- All acts of violence in the workplace are strictly prohibited.
- The Occupational Health and Safety Act requires all employers to take every precaution reasonable in the circumstances to protect employees (and volunteers) against the risk of workplace violence.
- The Criminal Code of Canada makes it an offence for employers and those who direct work who fail to take reasonable steps to prevent bodily harm to an employee (and volunteers) or any other person arising from work.

Workplace Violence as defined by the OHSA means:

- The exercise of physical force by a person against an employee (or volunteer), in a workplace, that causes or could cause physical injury to the employer;
- An attempt to exercise physical force against an employee (or volunteer) in a Workplace that could cause physical injury to the employee (or volunteer);
- A statement or behaviour that it is reasonable for an employee (or volunteer) to interpret as a threat to exercise physical force against the employee (or volunteer) in the workplace that could cause physical injury to the employee (or volunteer). Examples of workplace violence under this definition may include but are not limited to:
 - Threatening behaviour – shaking fists in front of an employee (or volunteer), or pushing an employee (or volunteer).
 - Verbal or written threats – any expression of intent to inflict physical force that could cause physical injury. For example, “You better watch your back, I am going to make you pay for what you did to me”, or “If you don’t leave me alone you will regret it.” Or involving body language or behaviours that leave little doubt in the mind of the recipient that the perpetrator intends to cause physical injury.
 - Physical attacks – hitting, shoving, pushing, kicking, biting, pinching or inciting an animal to attack.

Shared Responsibility

- Everyone involved with FOWM shares a responsibility for creating and maintaining an environment free of workplace violence;
- Every effort must be made to work toward the resolution of complaints by all those affected;
- Anyone who witnesses workplace violence is responsible for bringing it to the attention of their supervisor and participating in the investigation of the complaint;

Complaints that Pose an Immediate Risk of Physical Injury



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- The employee (or volunteer) or the supervisor shall immediately call 9-1-1. If an employee (or volunteer) calls 9-1-1, the employee (or volunteer) shall notify his or her supervisor.
- If required, the supervisor shall arrange for a safe place to work that is as near as reasonably possible to the employee (or volunteer)'s usual work site.
- In a situation where 9-1-1 is contacted, no other investigation should proceed until the attending police department completes its preliminary investigation.

Complaints that do not pose an Immediate Risk of Physical Injury:

- An employee (or volunteer) who experiences workplace violence or who has concerns regarding possible incidents of workplace violence shall report the incident to his or her supervisor.
- The supervisor shall review the complaint and consider whether an informal resolution to the complaint is possible.
- The supervisor Manager must complete the Violence Incident Reporting Form within two (2) days of the incident/concern being reported to them.

Dealing with Irrate Persons

- Know how to summon immediate assistance when an emergency occurs or is likely to occur
- Be familiar with warning signs of potentially violent behavior
- If you feel you are being harassed, threatened or intimidated:
 - Tell the person to stop
 - Document the incident, for example, the nature of the incident, time, place, witnesses
 - Inform your Supervisor

Working with Unstable or Volatile Persons who may be Potentially Violent

- Know how to summon immediate assistance when an emergency occurs or is likely to occur
- Store away objects or equipment, for example, sharp objects, that could be used to hurt people
- Use special rooms for meeting, for example, rooms with windows in the door, rooms close to other employees, rooms with easy exit in case of emergency

Working Alone

- Never engage an individual who is behaving in a threatening or violent manner. Retreat to a safe location, call a Code Brown on your radio and provide your location.
- Know how to summon immediate assistance when an emergency occurs or is likely to occur.
- Carry a communication device (cell phone, radio etc.)
- Know your environment (location of exits, neighbours etc.)
- Make sure someone knows where you are and your plans (when you plan to leave etc.)
- There must be a minimum of two (2) employees or one employee and a volunteer on-site after 5:00 p.m. when such circumstances warrant it.



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Acknowledgement of Review of Volunteer Handbook

IN CONSIDERATION of the continuation of my volunteer position with the Friends of Wye

Marsh, I, _____, hereby acknowledge that I received a current
copy of the Employee Handbook on _____ and confirm that I will
abide by the policies and practices of the organization outlined therein, and acknowledge that they
may be reasonably amended from time-to-time.

Volunteer's Signature: _____

Volunteers' Name (printed): _____

Date: _____