



Pelham
NIAGARA

ADOPT-A-ROAD VOLUNTEER TRAINING

ADOPT-A-ROAD
March 5, 2021

WELCOME



- Welcome to your Adopt-a-Road volunteer training!
- Who are we?
 - Town of Pelham Recreation, Culture & Wellness Department
 - Karen Blake, Administrative Assistant
 - Jodi Shishkov, Culture and Community Enhancement Programmer
- We recognize that volunteers contribute tremendously to the overall sustainability of this community's special events, festivals, and programs!
- As a volunteer, you are part of a team of unique individuals who make an invaluable contribution to the ongoing improvement of quality of life within the Town of Pelham

OVERVIEW



- Adopt-a-Road General Information
- Volunteer Rights and Responsibilities
- Volunteer Guidelines and Expectations
- Health & Safety
 - AODA
 - Occupational Health and Safety Act
 - COVID-19 Health and Safety guidelines
 - Bill 186 & 132
 - WHMIS
- Letter of Confirmation Details
- Questions

ADOPT-A-ROAD PROGRAM



PURPOSE

- To allow residents the opportunity to enhance the environment and beautify the Town by assisting in the maintenance and development of the Town of Pelham for the greater benefit and enjoyment of their community.

GOALS

- Create the opportunity for citizens to help the environment
- Build community pride and a sense of ownership in our Town
- To share the responsibility for a clean community with residents
- Develop opportunities for youth to learn about the environment
- Reduce litter and vandalism incidents and costs

**ADOPT
A
ROAD**

**Mayor's
Youth
Advisory
Council**



**Keeping
Pelham
Beautiful**

ADOPT-A-ROAD



- This program is designed for the environmentally conscious to be able to contribute to a cleaner environment and a more beautiful road system.
- Under the program, groups and individuals agree to adopt a section of road in the Pelham area and keep it clean.



ADOPT-A-ROAD EXPECTATIONS



Organizations will:

- Commit to a 3 year term with the option of renewal after term ends
- Appoint or select an authorized group representative to act as a liaison between their group and the Town
- Ensure that the authorized representative provides **annual safety training** to roadside volunteers of their organization. Safety training by the Town will **only** be done **once**.
- Pick up litter, a minimum of **three times per year** to maintain a clean road
- Collect only litter from the adopted road section
- Notify the Town prior to cleanup
- Utilize all appropriate safety equipment as provided by the Town and follow the safety rules contained in the agreement
- Submit proper documentation to Town Contact after clean-up is completed

TOWN OF PELHAM RESPONSIBILITIES



The Town will:

- ❑ Select a specific section of Town road to be adopted
- ❑ Provide safety vests, road work signs, trash bags, safety information and training, flags and traffic cones
- ❑ Erect a sign with the group's name displayed at the beginning and end of each adopted section of road
- ❑ Remove and dispose of filled trash bags
- ❑ Remove litter from the adopted road section that have been flagged by the group as being too large, heavy or hazardous for the group to remove



VOLUNTEER RIGHTS



- Training – You have a right to adequate and effective training that translates into a satisfactory and comfortable volunteer experience
- Recognition – RCW staff will happily confirm volunteer hours with the Town of Pelham as needed



GENERAL VOLUNTEER EXPECTATIONS



- ✓ Have a desire to volunteer and a passion for giving back to your community
- ✓ Be open to working as a team with fellow volunteers and Town of Pelham staff
- ✓ Participate in the volunteer orientation and training, as well as any additional ongoing training that may be required
- ✓ Clearly understand your volunteer roles and responsibilities, and follow all instructions appropriately to the best of your ability. If at any time you are unsure of what is required or being asked of you, please ask your Town Contact.
- ✓ Ask questions or request assistance when feeling uncertain in difficult situations and only perform work that you feel comfortable with
- ✓ Be reliable in performance and commitment
- ✓ Abide by all applicable Town policies, procedures, and rules, as may be amended from time to time

VOLUNTEER EXPECTATIONS



Please remember you are a representative for the Town of Pelham. Your attitudes and actions make a big impact with the community.

Always act with good judgment in a professional and responsible manner

SAFETY GUIDELINES



- There are a few simple rules that you must remember when it comes to safety working along the roadway. These rules must be reviewed by all volunteers before each clean-up session.



SAFETY GUIDELINES



For your own safety:

- Stay mentally alert at all times
- Drink lots of fluids while you work, especially on hot, humid days
- Be aware of any special needs of fellow volunteers (i.e. medical)
- Avoid exertion
- Stay alert for and avoid hazardous plants (i.e. poison ivy) and stinging insects
- Keep an adequate supply of flags and trash bags on hand.



SAFETY GUIDELINES



In case of emergency

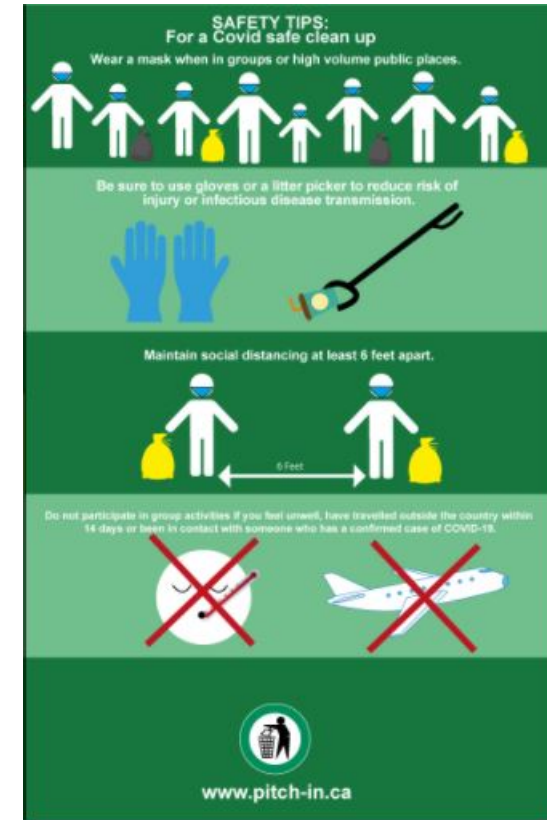
- Have first aid kits immediately available
- Pre-select the most direct route to the nearest medical emergency facility
- Always have transportation immediately available
- Know where the nearest telephone is located



COVID-19 Safety Tips



- ❑ Wear a mask when in groups or high volume public spaces
- ❑ Be sure to use gloves or a litter picker to reduce risk of injury or infectious disease transmission
- ❑ Maintain social distancing at least 6 feet apart
- ❑ Do not participate in group activities if you feel unwell, have travelled outside the country within 14 days or been in contact with someone who has a confirmed case of COVID-19



DRESS CODE



- Dress Code Requirements:
 - Dress for the weather!
 - Wear protective footwear, gloves, & safety vests
 - Wear light-colored clothing that covers arms and legs
 - Wear a baseball cap or a wide-brimmed hat and sun screen
 - Always dress in an appropriate manner with clothing that is free of profanity, rips/tears, and inappropriate content.



ROADSIDE VOLUNTEERS EXPECTATIONS:



- ❑ Receive safety training prior to the first pick-up of the year and review safety rules before each clean-up
- ❑ Be at least 12 years old
- ❑ Provide at least one adult (19 years or older) supervisor for each 5 workers
- ❑ Always wear Town approved safety vest
- ❑ Display the "road work" sign before starting the clean-up
- ❑ Car pool to minimize the number of vehicles at the work site and always disembark from the vehicles to the side adjacent to the ditch
- ❑ Park parallel to the road and as far off the traveled portion as possible
- ❑ Park vehicles on the same side of the roadway as the volunteers
- ❑ Clean up only one side of the roadway at a time and work towards on coming traffic
- ❑ Pick up litter during daylight hours only
- ❑ Flag hazardous and unidentifiable items for pickup by Town staff
- ❑ Stay clear of any maintenance or construction operation and equipment
- ❑ Stay clear of any water hazards
- ❑ Discontinue work in inclement weather
- ❑ Close the "road work" sign when finished the litter pick-up

ROADSIDE VOLUNTEERS MUST NOT:



- ❑ Disembark from vehicles until the “road work” sign has been displayed
- ❑ Walk or pick up litter on the pavement, shoulder, or in the median
- ❑ Work on bridges, overpasses, steep ground, or in tunnels
- ❑ Touch or pick up hazardous items or anything that cannot be identified
- ❑ Wear clothing or display material that might distract motorists
- ❑ Use or possess illegal drugs or alcoholic beverages before or during the cleanup
- ❑ Step, jump or sit on trash bags



INJURIES, ACCIDENTS, AND INCIDENT REPORT FORMS



If an accident/incident occurs during your volunteer shift, it is expected that you will notify your Town Contact **immediately** and fill out required documentation.



Incidents that should be reported to your Town Contact include:

- Personal injury to a participant, volunteer, or staff
- Lost or stolen items
- Threats of violence or abusive behavior
- Damages to property or equipment

ACCESSIBILITY:



Accessibility for Ontarians with Disabilities Act, 2005:

The Town of Pelham is required by law to ensure that all employees, including volunteers, understand and comply with the Accessibility for Ontarians with Disabilities Act (AODA), 2005

Purpose of AODA:

- To help employees and volunteers serve the needs of customers with disabilities

Being able to interact and communicate with people with disabilities is a big part of providing accessible customer service. **Sometimes the best approach is to ask a person with a disability how you can best communicate with them**

OVERVIEW:



What to do if a person with a disability is having difficulty accessing the Town's services or facilities?
Simply ask how you can help – your customers are the best source of information about their needs

If you would like additional AODA training, please email kblake@pelham.ca to request access to the complete online AODA training module



OVERVIEW: How to interact with people with various types of disabilities



Use the following tips when interacting with an individual with a disability:

- **Deafblind** – Speak directly to your customer, ask how they would like to be communicated with
- **Hearing Loss** (*deaf, oral deaf, deafened, hard of hearing*) – Attract attention before speaking, communicate in a well-lit area so face can be seen, reduce background noise, ask if alternative communication would be easier (pen and paper)
- **Physical disabilities** – sit to make eye contact at the same level, do not touch their equipment
- **Vision Loss** (*may have a guide dog*) – do not assume they can't see you, identify yourself when speaking, ask if they need printed material read aloud, offer your elbow to guide them
- **Learning Disabilities** – be patient, take into account their disability when providing information
- **Speech/Language Impairments** – ask yes/no questions, be patient
- **Mental Health Disabilities** – treat them the same as anyone else, if in crisis – ask them to tell you the best way to help
- **Intellectual/Developmental Disabilities** – Don't make assumptions, use plain language, provide one piece of info at a time

OVERVIEW:

How to interact with people with disabilities who use an assistive device or a service animal or support person

- Do not touch or handle any assistive device without permission
- Do not move their device out of their reach
- Let them know of accessible features they may require
- Service animals can help individual's who have vision loss, who are deaf/deafened/oral deaf/hard of hearing, or to alert of an oncoming seizure
 - Service animals are always allowed on the premise
 - Avoid touching or addressing service animals - they are working
 - Avoid making assumptions about the animal, if you are not sure if it is a pet or a service animal, **ask**

HEALTH & SAFETY



The Town of Pelham is committed to ensure a safe and healthy environment for everyone. Both staff and volunteers are responsible for safety

Volunteer Health & Safety responsibilities:

- Following the law and the Town's volunteer policies, procedures, and instructions
- Using and wearing protective equipment required by the Town
- Acting in a way that won't hurt themselves or anyone else present
- Reporting hazards to the Town Contact
- Reporting unsafe behavior that is observed

Volunteers must not:

- Use any ladders, equipment, machines, or vehicles
- Tamper with machinery or protective devices
- Behave in a way that may endanger any other person

HEALTH & SAFETY



Volunteers have the following health and safety rights:

- **The right to know** about potential hazards they may be exposed to at Town programs and facilities or site and how to keep safe
- **The right to participate** in keeping Town programs and facilities safe
- **The right to refuse** to do anything they believe is unsafe

There shall be no threat of reprisal for exercising their rights as a volunteer or for fulfilling their volunteer responsibilities as described

Other Health & Safety concerns:

- Weather – Please make sure you prepare for the weather when volunteering outside. Stay safe in extreme weather (heat, cold, smog), slippery road or sidewalk conditions, fog, storms, etc.
- Slips, trips & falls – Ensure everyone is safe and eliminate, contain, or report hazards that can lead to trips, slips & falls

HEALTH & SAFETY



To keep volunteers safe, the Town will do everything reasonable in the circumstances to protect those present from being hurt. This is called “due diligence.” Town Staff will:

- Tell volunteers about hazards and respond to their concerns about hazards
- Ensure volunteers follow the law and the Town’s health and safety policies and procedures
- Do everything reasonable in circumstances to protect volunteers from being injured

Bill 186 & 132: Respectful Behavior

□ **Your Rights:**

- The right to volunteer in an environment free from discrimination, harassment, or violence. This means any harassment you report will be taken seriously and investigated promptly

□ **Your Responsibility:**

- Volunteers are expected to contribute to a positive and inclusive environment. You are expected to behave in a respectful way to fellow volunteers, staff, and community members. You are also responsible to report any violence or discrimination you experience or witness

ALWAYS Report any witnessed, experienced, or suspected harassment or violence to your Town Contact as soon as possible

WHMIS: Workplace Hazardous Materials Information System

WHMIS provides information about the hazards associated with potentially harmful materials and chemicals through:

1. Warning Labels (Located on containers)
2. MSDS or SDS (Material Safety Data Sheet – detailed information about the hazards and safety precautions)
3. Instruction (How to use this information)



FLAMMABLE



CORROSIVE



EXPLOSIVE



COMPRESSED
GAS



OXIDIZING



TOXIC



HEALTH
HAZARD



HARMFUL/
IRRITANT



DANGEROUS FOR
THE ENVIRONMENT

NEED MORE?



If you would like additional AODA, Occupational Health & Safety, Bill 168 & 132, and/or WHMIS training, please email kblake@pelham.ca to request access to the complete online training module.

Confirming Hours for School Requirements



- Please request a letter of confirmation *after* you have completed your volunteer hours by emailing jshishkov@pelham.ca

- Please write down the following phone numbers:
 - Jodi 905-658-2906

CONFIRM



QUESTIONS?

Please email or call with any questions
you may have!



Thank you!