



**DRBIPA**  
**Park Ambassador**  
**Volunteer Handbook**

[www.drbipa.org](http://www.drbipa.org)

**Dear Park Ambassadors,**

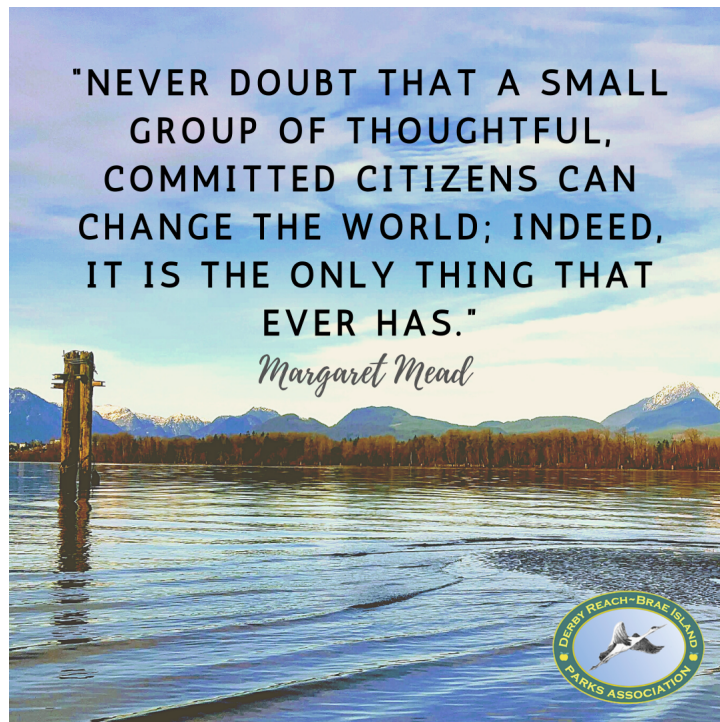
DRBIPA would like to welcome you as a volunteer. We hope you enjoy your time and gain valuable experiences.

This handbook contains important information, providing you with the essential information about volunteering with Derby Reach/Brae Island Parks Association. Please read the manual carefully. Your supervisor will be pleased to assist you in preparing for your new volunteer role.

If you have any questions or concerns please contact our Volunteer Coordinator, Roxci Bevis, by email at [outreach@drbipa.org](mailto:outreach@drbipa.org).

Thank you for your commitment, we look forward to working with you!

Sincerely,  
The DRBIPA Board of Directors



## **DRBIPA MISSION**

The purpose of Derby Reach Brae Island Parks Association (DRBIPA) is to promote appreciation, understanding, and enjoyment of Derby Reach and Brae Island Regional Parks while preserving and enhancing their natural and historical features.

In particular, the Association will, in partnership with Metro Vancouver Regional Parks:

- Encourage understanding and appreciation of the natural and historical features of Derby Reach and Brae Island Regional Parks through interpretive, educational and other informational programs.
- Promote recreational activities that are compatible with the overall goal of safeguarding and enhancing the natural and historical features of the parks.
- Advance region-wide stewardship and enjoyment of the broad range of natural and human-made resources of Derby Reach and Brae Island Regional Parks while being sensitive to the concerns of the neighbours of the parks.
- Develop site-specific input and recommendations for the Derby Reach and Brae Island Regional Parks as well as advice about system-wide policies and practices that may affect Derby Reach and Brae Island Regional Parks.
- Facilitate individual park users, community groups, agencies, and Metro Vancouver in achieving mutually beneficial and compatible goals.
- Maintain a broadly-based, inclusive Association with a representative executive that will actively advance mission objectives.

## **VOLUNTEER VISION**

DRBIPA is a group of individuals who love the parks. We come from all walks of life and have different interests within the parks, but we all share a desire to ensure these green spaces endure for generations to come.

We recognize the fundamental role that volunteers and volunteerism play in building a strong, considerate, and vibrant community.

Volunteers can join a Park Ambassador committee in order to take part in fun annual events, attend stewardship work parties to restore and conserve areas of the parks, spend time on the trails to provide educational information to other park users, or write nature-themed blog posts.

Reporting to the Volunteer Coordinator, Park Ambassadors complete scheduled conservation activities in Derby Reach and Brae Island Regionals Parks and participate in DRBIPA community events in the Fort Langley area.

DRBIPA is a non-profit society managed by a volunteer Board of Directors.

## **DUTIES & TASKS**

Park Ambassadors provide support as directed by the Volunteer Coordinator by joining one or more of four key committees:

### **Public Education & Communications**

- foster appreciation for the natural wonders of our parks by leading guided nature walks as an expert or by writing blog posts on our nature-themed DRBIPA blog
- provide education and trail etiquette tips in teams on the trails at Derby Reach and Brae Island Regional Parks to help others learn about DRBIPA and our role in protecting the parks

### **Stewardship & Conservation**

- groups of DRBIPA Park Ambassadors work to preserve and maintain the ecological health of Derby Reach and Brae Island Regional Parks in consultation with Metro Vancouver. Volunteers restore degraded habitats, remove invasive species, salvage conifer saplings, plant native species, conserve the centenarian heritage orchards, participate in other enhancements as needed, and support our Langley Bog Restoration Committee
- support Metro Vancouver Regional Park stewardship initiatives and work parties in the Derby Reach and Brae Island Regional Parks

### **Community Outreach & Events**

- support DRBIPA with development and marketing of events that promote DRBIPA while enriching the social and personal lives of community members
- assist DRBIPA at community events with setup, takedown, and event operations (ie: Heritage Apple Day, the AGM, and the Bedford Channel Paddle)

### **Fundraising & Development**

- support DRBIPA in developing new fundraising initiatives and assist with ongoing fundraising activities
- work with DRBIPA on projects that unite multiple organizations in the Derby Reach, Brae Island, and Fort Langley areas, connecting with other community groups to promote our unique heritage, create conservation awareness, and raise project funding

## **TIME COMMITMENT**

The Park Ambassador program is based on a long-term volunteer model. DRBIPA encourages all volunteers to participate in the program for a minimum one-year

commitment but can also accommodate large groups of volunteers and individuals for one-time events, such as environmental stewardship work parties in the parks.

Volunteer events typically occur between March and November each year, the hours are flexible and vary depending on selected committees:

- Community Outreach & Events – monthly or quarterly events, 3-5 hours
- Public Education Roving Ambassadors – weekly or monthly events, 2-4 hours
- Stewardship & Conservation – monthly events, 2-6 hours
- Fundraising & Development – select projects as needed

Park Ambassadors are welcome to join more than one committee.

## **TRAINING & REVIEW**

Park Ambassadors are expected to attend an orientation session and training with the Volunteer Coordinator prior to participating in their first volunteer activity with DRBIPA.

Volunteers will be offered regular reviews to discuss any issues or training required.

## **ATTENDANCE**

The services we provide throughout the parks and community depend upon the reliability of our volunteers. Volunteer attendance is expected to be dependable and punctual.

If you cannot attend an event or work party that you are scheduled for, please contact the Volunteer Coordinator with as much notice as possible.

## **HEALTH & SAFETY**

Volunteers should take reasonable care for their own health and safety and that of other people who may be affected by their acts or omissions, and should inform the Volunteer Coordinator of any hazards of which they are aware.

Do not report to volunteer if you are sick, are feeling ill, or have an infectious condition.

Volunteers should understand that due to the outdoor nature of DRBIPA volunteer projects there is a level of risk associated. DRBIPA cannot be held liable for personal injury or personal belongings of volunteers. We ask volunteers to understand that it is their sole responsibility to understand their abilities and only accept volunteer assignments within their known skill level and physical limitations.

When volunteering outdoors for DRBIPA remember to wear sturdy shoes and be prepared for the weather. If you are going to be out in the sun remember to wear a hat, sunscreen, and bring lots of water to drink. If you are going to be outside in the rain or cold remember to wear warm layers of clothing, a top layer that is waterproof, and waterproof footwear.

If you encounter a task or a piece of equipment that you are unsure of or have not been trained to use, please contact the Volunteer Coordinator or Event Supervisor so they can show you how to properly and safely carry out the assigned task or use the piece of equipment.

If you come across any hazardous items or dangerous conditions while conducting your duties in the parks, please call Metro Vancouver Regional Parks Operations staff at 604-329-2331 and also notify the DRBIPA Volunteer Coordinator. Be prepared to provide specific details of your location (ie. name of trail you are on) and nature of the incident. Regional Parks Operations staff will provide support and further direction on how to proceed.

Volunteers are not permitted to perform duties single-handedly and will always be scheduled in pairs or groups.

Volunteers between the ages of 13 and 15 must provide guardian consent. Volunteers under the age of 13 are welcome to volunteer alongside a guardian but not unattended.

## **ACCIDENTS**

The Volunteer Coordinator needs to complete an incident report within 48 hours of all injuries and accidents. If you are injured while on duty please report to the Event Supervisor and/or Volunteer Coordinator as soon as possible.

If you are unsure if any occurrence should be reported, please speak with the Volunteer Coordinator.

If someone is seriously injured do not attempt to move the injured person, remain calm and call 911 immediately or send someone to call 911 for you. Be prepared to remain on the phone with emergency services and follow their directions. Report to the Event Supervisor and/or Volunteer Coordinator as soon as possible.

## **PRIVACY & CONFIDENTIALITY**

As a volunteer, you may be privy to information regarding DRBIPA or another volunteer that is confidential in nature.

If someone outside DRBIPA questions you regarding information you believe to be confidential, politely refer them to the Volunteer Coordinator or the website contact page.

Only DRBIPA Board of Directors and Program Coordinators are designated to provide information on activities to the media.

## **ALCOHOL & DRUGS**

Your volunteer work must not be affected in any way by being under the influence of alcohol, illegal drugs, or other substances.

## **DRESS CODE**

While on duty Park Ambassadors are expected to maintain an appropriate dress standard that is clean, in good condition, and is appropriate to the environment in which you are working.

If you are given an identification shirt, badge, or vest you must ensure that you are wearing it at all times while on duty.

DRBIPA promotes a fragrance-free environment to minimize the allergic and/or medical reactions that fragrances can cause for some people.

## **MISCELLANEOUS**

Volunteers should notify any change of home address, telephone number, or change of name to the Volunteer Coordinator as soon as possible.

We ask that volunteers turn their cell phones to “silent/vibrate” mode while they are on duty and refrain from frequently checking their phone.

## **DISCIPLINARY PROCEDURE**

The disciplinary procedure exists to ensure that issues are solved as quickly and with as much fairness as possible. Disciplinary action may be taken when a volunteer’s work, behaviour, or actions warrant corrective action.

A DRBIPA volunteer can be dismissed without warning when gross misconduct takes place. Gross misconduct includes, but is not limited to, major theft, physical assault, and sexual harassment.

DRBIPA will take measures to work with all volunteers to find a committee that best suits the strengths of each person and accommodate individual learning needs. The following disciplinary stages apply to unsatisfactory work and conduct when other options such as retraining and coaching have not been effective:

- Stage 1 – Verbal Warning
- Stage 2 – First Written Warning
- Stage 3 – Second Written Warning
- Stage 4 – Termination

## **RESIGNATION**

Please notify the Volunteer Coordinator as far in advance as possible if you wish to resign from your volunteer position with DRBIPA.

Reference letters for DRBIPA volunteers are available by request, please contact the Volunteer Coordinator when required.