

Volunteer Training – Shadowing

The checklist on the next page of this document must be completed by an “experienced volunteer” at St Thomas Jackpot City, meaning someone who has volunteered in the past and is able to comfortably walk a new volunteer through their role.

The trainee should remain with the EXPERIENCED VOLUNTEER, for the full shift so they can experience first hand what a volunteer says and does, and learns where things are located. Having the trainee shadow the experienced volunteer will ensure that the trainee gets the experience they need to do the task confidently and independently. Thank you for your time and consideration in helping another volunteer to learn their role!

NOTE: You do not need 2 experienced volunteers working – it can be a new volunteer and experienced volunteer that cover the assignment shift.

Please leave the completed checklists in the cupboard – in the Charity Co-ordinator’s (Sean) mail box – so they can be collected to keep on file. Organizations will receive an email when their new volunteer has completed training.

Please **show** the new volunteer how to do tasks and then let them **do** the tasks themselves. Hands on training is the best.

I hear and I forget. I see and I remember. I do and I understand. -- Confucius

The new volunteer MUST have completed the online training PRIOR to shadowing an experienced volunteer.

If the new volunteer has not completed the online training, they are **NOT** able to shadow an experienced volunteer. They must leave and contact their organization for further instructions.

AODA documentation is in the sign in binder, so please have your new volunteer review it and initial here:

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Please make sure the name of the organization for which you volunteer, your name and the trainee’s name are all easy to decipher and read.

Name of Organization (print)	
Name of Trainee (print)	
Signature of Trainee	
Today’s date	
Name of Experienced Volunteer – print	
Signature of Experience Volunteer	

If you are volunteering with more than one organization, please indicate below:

Volunteer Training –Checklist

	Experience volunteer - Introduce yourself to the new volunteer, if you do not know each other.
	Show the new volunteer where the Volunteer Area is and where to hang their coat (large brown cupboard). The locked cupboard (top right metal cupboard) is locked. Key is in the sign-in binder -- DO NOT take the key home with you, please leave with sign in binder.
	Have the new volunteer print their name in the “Sign In” book and confirm they are in their charities “proper dress code “and put “TRAINEE” beside their name for easy identification. Also show them the other contents of the binder – AODA training info; Monthly assignment schedule; volunteer roles; charity permits and blank sign in sheets, if needed.
	If a greeter, show the new volunteer how to greet customers at both doors & thank them for coming..
	Show the new volunteer the “DUTIES SCHEDULE” and explain “what they will be doing today.”
	<p>Begin showing the new volunteer around Jackpot Time Gaming Centre, beginning with the Charity posters and brochures. Point out the charity list, OCGA promotional material,</p> <ul style="list-style-type: none"> <input type="checkbox"/> all entrances to the hall (3 – front, side and back) don’t use back door on Mondays as there is no bingo <input type="checkbox"/> Sales Counter (1 in bingo room, large sales counter between bingo room & tap tix room and cabinet game sales counter) <input type="checkbox"/> TV behind the counter for charities to advertise on <input type="checkbox"/> Tap Tix area (explain why they are called Tap Tix, not slot machines) <input type="checkbox"/> washrooms (women’s; men’s and accessible) <input type="checkbox"/> bank machine (there are 2 in the Gaming Centre) <input type="checkbox"/> OLG Play Smart - responsible gaming area & brochures <input type="checkbox"/> Snack Bar (are to put trays when brought in from bingo area) <input type="checkbox"/> Sports betting and Off Track betting Lounge <p><i>These are all important for customer service, volunteers should be able to direct customers to these areas.</i></p>
	<p>Let the new volunteer know how to keep the Gaming Centre tidy and provide customer service by showing:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Where the bingo programs are found (sales counter) & how to follow along during an assignment <input type="checkbox"/> Where the “cleaning” supplies are kept and how to use them (rags in drawer, spray on cabinet) explain why we use only clean rags as dirty rags will leave streaking on tables (these are provided by Jackpot Time Staff, if there are none in charity corner) <input type="checkbox"/> Where to throw out garbage and where to throw out liquids (partially full drinks) <input type="checkbox"/> how to collect trays and dirty dishes and where they are returned <p><i>NEVER TOUCH ALCOHOL CONTAINERS – EMPTY OR FULL and do NOT move them.</i></p> <ul style="list-style-type: none"> <input type="checkbox"/> How to wipe down tables after each bingo session (clean off tables, then spray & wipe down tables, push chairs in) There is a “map” of where the volunteers are to clean on the charity table.
	You have now COMPLETED the Required Training – please let YOUR CHARITY contact know if you are still not comfortable working a bingo assignment, so they can schedule you accordingly.

Notes you may wish to leave for the Gaming Association about this new volunteer or the checklist – anything to add, revise, etc.