

Title: Volunteer Support and Safety	Category: Procedure
Type: Volunteer Program Procedure	Approved: March 2022 Revised: September 2024
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Volunteer Support & Safety – Staff Responsibilities

- All volunteer roles and projects must have an assigned staff **support person** or **project lead**. This will be the primary contact person for the volunteer while they are working on the role or project.
- Responsibility for on-site daily oversight may be delegated to other staff or a partner organization, at the discretion of the relevant Manager or Director. On-site oversight ensures policies and procedures are followed so that the project goals are achieved safely and effectively. Project questions that the on-site person is not able to answer will be directed to the primary staff support person or project lead.
- **Safety Requirements – Event Volunteer Roles**
 - See Safety Briefing Guidelines
- **Safety Requirements – Non-Event Roles and Projects:**
 - The support person/project lead will review project details and Safety Program requirements with volunteers before starting the project. This includes all relevant Safe Work Practices and Procedures.
 - FLHAs must be completed daily when relevant Safe Work Practices and Procedures indicate that any task to be completed is medium or high risk.
 - Both digital and printable Volunteer FLHAs are available in SiteDocs. Partially pre-filled out options are available for general Shop Work - General and Blacksmithing.
 - It is recommended that staff go over how to fill out a FLHA with all new volunteers and go through the process again together if a task is particularly risky. For experienced volunteers or routine work, it is up to the discretion of the staff support person, project lead, or the designated on-site overseer whether or not to complete FLHAs with volunteers.
 - If volunteers are working in a crew or group performing the same tasks/working together, they can all sign off on the same Field Level Hazard Assessment (FLHA).
 - FLHAs must be completed / collected daily by the staff support person, project lead, or the designated on-site overseer, who will sign-off that they have been completed.
 - Paper FLHAs must be uploaded to SiteDocs. After they are saved in SiteDocs, paper copies do not need to be kept.
 - The staff support person or project lead should review submitted FLHAs regularly, checking for any gaps or patterns of concern.
 - See [SP2 Hazard Identification, Monitoring & Control Policy, page 1 & 7](#) or more information about FLHAs.

- While a staff support person, project lead, or the designated on-site overseer may not be able to be with volunteers at all times, they are required to check in with volunteers regularly, especially when:
 - Safe work practices and procedures for tasks to be completed indicate that the task(s) are high risk.
 - Volunteers are handling cash and/or may be left alone with the public while doing so.
 - Volunteers are working in extreme or inclement weather conditions.