



Volunteer Handbook

2020/2021 Season

Competitive Teams and Development Program

Contact Info:

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Volunteering overview

Parent volunteers will play a very important role this coming season. Due to the current restrictions, the hours requirements for volunteering have changed (see below). We are hoping to have a minimum of three volunteers in the clubhouse during practice times for both Development and the Competitive teams, including Christmas Camp (for competitive teams) which will have two volunteers per shift. Unlike previous years, parent volunteers will not be required to assist with running "at home" club races.

We will continue to use Sign Up Genius® for signing up for completing the volunteer hours. Due to restrictions and the need to limit exposure, we are asking parent volunteers to only sign up for volunteer times when their child/children are scheduled for practice.

<u>Development Program</u>	<u>Competitive Teams-U8-U19</u>
Single athlete=3 hours or \$150	Single athlete=10 hours or \$250
Two or more athletes=3 hours or \$300	Two or more athlete=20 hours or \$350
Swap requirements minimum – N/A	Swap requirements minimum – N/A

There are plenty of opportunities to volunteer and complete your required volunteering hours throughout the season, and some may not require being available "in person" onsite. Below is a comprehensive (although not exclusive) list of volunteer opportunities:

- Team manager
- Canteen servicing
- Clubhouse duties
- Photographer (one for each team)
- Member of an MHRC committee/subcommittee (marketing, sponsorship, social events, banquet, etc.)

Volunteer policies

- Volunteer hours requirements can only be fulfilled by parents and/or legal guardians.
- Adult House League participants are exempt from the volunteer hours requirement unless they have a child/children in the program, in which case their hours must be fulfilled.
- Volunteers **MUST** sign in on the MHRC Volunteers COVID-19 Attestation Log located in the Clubhouse canteen prior to every volunteer shift. (found in binder inside the canteen)
- Volunteers **MUST** complete the *MHRC COVID-19* waiver prior to the start of the 2021 ski season (document has been circulated by email)
- Volunteers must register for shifts through Sign Up Genius and cannot switch shifts with another parent without updating the registration in Sign Up Genius.
- Volunteers must arrive at the Clubhouse 15 minutes prior to the scheduled volunteer shift.
- Volunteers must complete the Volunteer Log (located in the Volunteer Binder) inside the canteen, on the day of their volunteer shift (even if volunteering outside of the clubhouse)

Scheduling of volunteer shifts

Signing up for volunteering shifts must be done through Sign Up Genius® as this will allow the club to keep a record of who is supposed to be in the clubhouse during specific shifts. Should you need to change a volunteer shift, simply cancel the shift in Sign Up Genius, preferably a minimum of 24 hours before the shift. This will enable others to fill in the available spot and provide athletes with much needed support during their training session.

Please do not register for more shifts than needed to attain the number of required volunteer hours as others will need to complete their volunteer hours as well. Please check Sign Up Genius the day before your child training session to ensure required volunteering spots have been filled, and if available, consider filling in the remaining spots (if any).

Should you feel unwell (i.e.: cough, fever, shortness of breath, nausea, vomiting, diarrhea, sore throat) prior to your scheduled volunteer shift, please cancel the registered shift on Sign Up Genius and notify volunteer@miltonheights.com.

Roles and Responsibilities

** All volunteers must complete two forms:

- *MHRC COVID-19 waiver*
 - needs to be completed once, before the start of the 2021 ski season
- *MHRC Volunteers COVID-19 Attestation Log*
 - needs to be completed with every volunteer shift

** All volunteers must always wear a face mask. Proper hand washing and donning of clean gloves is essential when dispensing of food items.

Volunteering in the Clubhouse

Being in the clubhouse is a very important role and we ask that all parent volunteers adhere to the guidelines set in place by the Ministry of Health, Conservation Halton, and MHRC.

Clubhouse flow

Given the need to comply with specific health and safety requirements (that could vary at times), in addition to the regular canteen and clubhouse duties identified above, volunteers are required to:

- 1) take turns during their shift to manage the inflow and outflow of individuals in/out the clubhouse to ensure compliance of the maximum number of people allowed as mandated by the Ministry. *As of December 14, 2020, the maximum number allowed is 10 people.*
- 2) monitor and enforce the use of clubhouse sign-in log sheets for all individuals (athletes excepted) entering the clubhouse.
- 3) monitor and enforce social distancing within the clubhouse.
- 4) monitor and enforce the wear of face masks in the clubhouse when athletes are not eating and/or drinking.
- 5) notify the coaches on the hill, via "radio", of any athlete who has arrived late and is at the clubhouse.

General Clubhouse Duties

All volunteers on a shift will be responsible for the maintenance of the clubhouse, including the canteen, clubhouse cleaning and sanitizing, bathroom cleaning.

- Empty garbage in all cans (as required throughout the day and at the end of the day) and replace with clean bags

- Bathroom garbage bags are in closet opposite bathrooms
- Wipe down and disinfect tables in the dining area after each teams' break period
- Clean bathrooms after each team's break period (cleaning supplies are under the sink in the canteen or in the cabinet in the "girls'/women's" washroom)
- Turn down electric heaters in Canteen (below counter) and in both bathrooms
- Turn off lights
- Lock doors

Flowchart of Canteen Operation

Please note that no cash will be exchanged at the canteen and that payments will be made using the Square® terminal.

Opening early morning (and evening):

- Remove bars from Canteen *
- Start the Hot Chocolate machine as soon as possible *
- Set up Square terminal (see Appendix A) *
- Turn up electric heaters in Canteen (below counter) and in both bathrooms
- Put out the morning snack containers: individually wrapped cookies, muffin. *
- Put out the milk, sugar, stir-sticks, and napkins
- If necessary, post special menu items for today's food on the pop cooler *
- Restock shelves and fridge with pop, chips, candy, etc. ... as required
- Wash dishes and utensils *
- Distribute food through **canteen window** for athletes (athletes will be using Square cards as payment, no cash will be exchanged)
- Empty garbage cans as needed (Garbage bags stored under sink)
- EMAIL: canteen@miltonheights.com with milk, cream or other items running low, take a picture of the freezers and send with list

Canteen closing duties

- Refrigerate all perishables: muffins, creamers, etc.
- Turn off hot chocolate machine, clean assembly, and refill with powder *
- Wipe down counters, stove, microwave in kitchen with disinfectant
- Wash any used items *
- Ensure outside kitchen windows (near BBQ) are secured
- Replace bars on the canteen opening in the dining room *
- Square terminals to be connected to the power (to charge overnight)

* See below for instructions for this procedure

Specific Canteen Procedures

Procedure 1: Removing/Replacing Bars from Canteen Front

While in RED zone status, bars on front of canteen stay in place as food will not be served via this opening.

1. Find the key in the top left-hand drawer under the counter of the canteen
2. Unlock and remove the 3 padlocks on the bar system
3. Place the key and locks in the top drawer for storage
4. Remove the flat metal bar from the centre wooden support column and hang it on the screw in the wall on the right side of the opening (inside the canteen) for storage
5. Open the hinged wooden bar from the outside of the canteen opening
6. Remove the centre support post and hang it on the screw (along with the flat bar removed in step 4)
7. Working from the outside of the canteen, remove the metal poles. This is best done by 2 members. Place the poles into the clamps under the window opening in the dining area.

Procedure 2: Set up Square® terminal

1. Turn on Square terminal as per directions in Appendix A
2. Turn off Square terminal as per directions in Appendix A

Procedure 3: Hot Chocolate Machine Operation and Cleaning

1. Open the front panel door of the machine
2. Turn tank 'on' (small black toggle switch moves into 'down' position)
3. Wait approx. 20 minutes for water in the tank to heat up
4. Hold cup under the 'Hot Chocolate' spout
5. Press and hold the green button until cup is $\frac{3}{4}$ full... then wait until dispensing stops

End of day cleaning and refilling procedure:

1. Open front panel door of the machine
2. Turn tank 'off' (small black toggle switch moves into 'up' position)
3. Remove the plastic chocolate powder canister and place on counter. Always remove plastic canister for refilling.
4. Lift the lid off the canister and refill with hot chocolate powder (located in the cupboard below the machine). Replace lid on canister.
5. Disassemble the 3 clear plastic dispensing pieces from the machine and clean them. Rise well and dry.
6. Replace the canister back into its position. Ensure that the canister is seated back behind the metal edge of the machine.
7. Reassemble the dispensing pieces. Use the diagram on the inside of the panel door.
8. Close the front panel door
9. Wipe the front of the machine with a damp cloth

Procedure 4: Preparing Cookies/Muffins

1. Check fridge first for leftover cookies and muffins, if not take out some from freezer
2. Wear disposable latex gloves to handle food items
3. Place food items in proper container for use
4. Wipe down any packages as necessary

Procedure 5: Washing Dishes and Utensils

1. Use hot soapy water (you might need to boil water as the hot water is not that hot) and clean J-cloths to wash dishes
2. Rinse dishes with clean hot water
3. Please place dishes in labeled drawers once dried

Appendix A

Using the Square Terminals

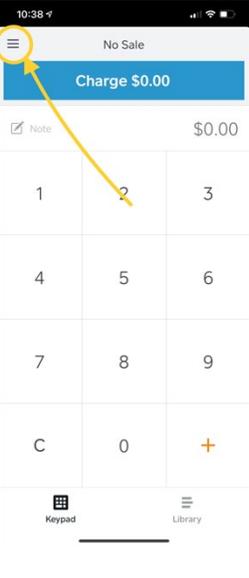
Powering up the Square Terminals

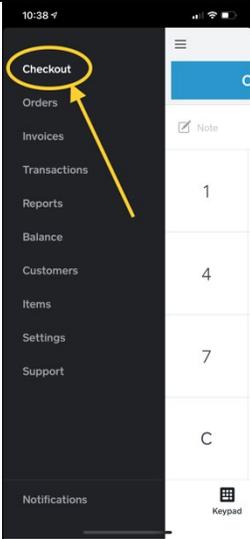
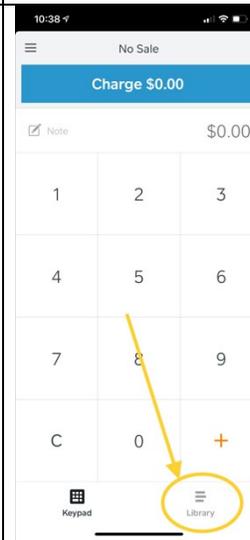
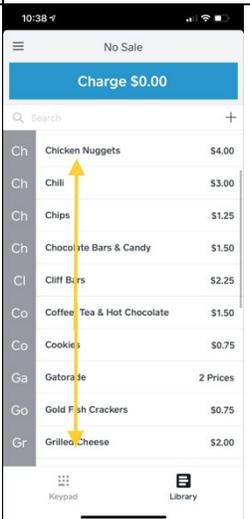
Press and hold the white power button on the bottom left side of the unit for a few seconds and the unit will turn on.

Powering off and storing the Square Terminals

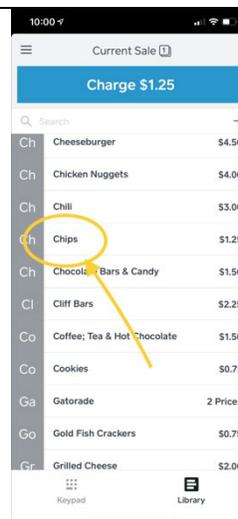
Press and hold the white power button on the bottom left side of the unit until a menu pops up on screen that allows you to select either **Power off** or **Restart**. Tap **Power off** on the screen. When storing the unit at the end of the day please make sure to plug it in so the battery charges. The port to plug into the charger cable is on the upper left side of the unit.

Accepting a payment on a Square Terminal

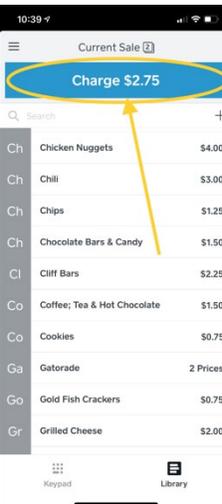
1.	Tap the Menu button (three stacked horizontal lines) in the uppermost left-hand corner of the Square terminal unit.	 <p>The screenshot shows the Square terminal interface. At the top, it displays '10:38' and 'No Sale'. Below that, there is a blue bar with 'Charge \$0.00'. Underneath is a 'Note' field with '\$0.00'. A numeric keypad is visible with buttons for 1, 2, 3, 4, 5, 6, 7, 8, 9, C, 0, and +. At the bottom, there are icons for 'Keypad' and 'Library'. A yellow circle and arrow point to the menu icon (three horizontal lines) in the top-left corner of the screen.</p>
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2.	Select/tap Checkout from the menu that appears.	 <p>A screenshot of a mobile application's menu. The menu is dark-themed and lists several options: Checkout, Orders, Invoices, Transactions, Reports, Balance, Customers, Items, Settings, and Support. The 'Checkout' option is circled in yellow, and a yellow arrow points to it from the right.</p>
3.	Tap Library found along the bottom of the screen.	 <p>A screenshot of a mobile application's keypad. The keypad is white with a grid of numbers 1-9, 0, and a plus sign. At the bottom, there are icons for 'Keypad' and 'Library'. The 'Library' icon is circled in yellow, and a yellow arrow points to it from the left.</p>
4.	Find and select the item(s) that the athlete/customer wishes to purchase. Scroll through the list of items using your finger to swipe up and down.	 <p>A screenshot of a mobile application's item list. The list shows various items with their prices. A yellow arrow points to the 'Chicken Nuggets' item, which is highlighted. The items listed are: Chicken Nuggets (\$4.00), Chili (\$3.00), Chips (\$1.25), Chocolate Bars & Candy (\$1.50), Cliff Bars (\$2.25), Coffee, Tea & Hot Chocolate (\$1.50), Cookies (\$0.75), Gatorade (2 Prices), Gold Fish Crackers (\$0.75), and Grilled Cheese (\$2.00).</p>

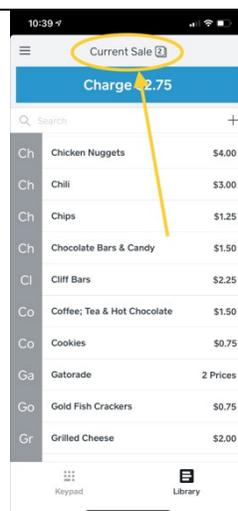
Tap on each item to add it to the athlete/customer's order. As you add items you will see the total charge accumulate in the blue bar near the top of the screen. The number of items in the sale will also be shown along the top beside **Current Sale**.

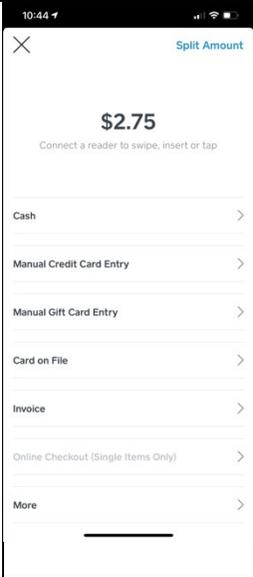


When you have finished adding all items to the sale, tap the blue **Charge \$xx.xx** bar near the top of the screen.



*If you want to remove items from the sale before proceeding to pay, tap **Current Sale** at the very top of the screen, you will then move to a list of all items currently added to the sale. Swipe left on an item to access the red **Delete** option. Tap **Delete** to remove the item.



5.	After tapping the blue Charge \$xx.xx bar select the method of payment from the next screen.	
6.	Pass the terminal to the athlete/customer to finalize the transaction by swiping or tapping their card. Gift cards must be swiped (no tap).	

Gift Cards

Issuing and Loading a gift card

1. From the **Checkout** screen, tap **Library > Gift Cards**.
2. Swipe or enter the gift card number.
3. Select the amount the customer wishes to load onto the card.
4. If you swiped the gift card, the amount will automatically load. If you manually enter the gift card number, tap **Load**.
5. To add additional items to the sale, tap the arrow to return to your item library or tap the keypad icon.
6. Tap **Charge** to complete the sale.
 - *You can reload a gift card at anytime – before or when the balance reaches \$0
 - *Please note that gift cards can not be reloaded online or offsite. A payment to load or reload a gift card must be taken directly at one of our Square terminals at the MHRC clubhouse.
 - *MHRC gift cards are redeemable only for canteen or clubhouse items (we have a small selection of merchandise and club jackets). MHRC gift cards can not be used for purchases at any of the Glen Eden lodges or any Halton Conservation outlets.

Accepting a gift card as payment

- To accept gift cards with Square, simply swipe (or enter the gift card information) when customer is ready to pay.
- After each sale on a gift card, any remaining balance on the card will display on the receipt screen and on your customer's receipt.

Checking the balance on a gift card (same process as loading a gift card)

1. From the **Checkout** screen, tap **Library > Gift Cards**.
2. Swipe or enter the gift card number.
3. The gift card balance should be shown at the top next to the gift card number.
4. You can leave the screen or load more value on this gift card.

Appendix B

Canteen guidelines – Weekend shifts

- ★ Please sign in and out of the volunteer binder and if you have any questions or concerns ask a board member in the dining area
- ★ If there is no inside upkeep person please tidy the dining area, wipe tables, and push in chairs
- ★ Price list is located beside the drink cooler & outside canteen.

Time	Procedures	Notes
8:30am	<u>HOT CHOCOLATE</u> (see machine for instructions) <ul style="list-style-type: none"> ● Switch on the hot chocolate and check coffee machines 	<ul style="list-style-type: none"> ● Switch is below the chocolate hopper ● Use smaller cups and leave room for milk
8:30am	<u>SET-UP</u> <ul style="list-style-type: none"> ● Remove bars from canteen (when necessary) ● Turn on Square terminal 	<ul style="list-style-type: none"> ● Door to get in back should be unlocked ● Key for bars is in the drawer by hot chocolate machine
8:30am	<ul style="list-style-type: none"> ● Put out milk/cream ● Check to see if napkins, sugar, sweeteners and stir sticks are out 	<ul style="list-style-type: none"> ● Wipe side counter and place on top ●
8:30am	<u>FREEZER ITEMS</u> <ul style="list-style-type: none"> ● Take out muffins and cookies from the freezer 	<ul style="list-style-type: none"> ● place muffins/cookies in labeled containers for distribution

8:30am (and throughout the day)	<u>CHECK STOCK</u> <ul style="list-style-type: none"> ● Stock up chips/chocolate bars/drinks/candy if needed ● Check hot chocolate 	<ul style="list-style-type: none"> ● Food items are in blue Rubbermaid bins labeled in upper shelf ● Drinks are under microwave in main part of clubhouse -keys are in top drawer by hot chocolate ● When hot chocolate is ½ full will take a complete tub
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4:00pm	<p><u>RESTOCK/NEXT DAY PREP</u></p> <ul style="list-style-type: none"> ● Check numbers for the next day ● Complete stock sheets with todays' totals ● Refill candy, chips, chocolate ● Check hot chocolate 	<ul style="list-style-type: none"> ● Check blue Rubbermaid bins above if running low ● When hot chocolate is ½ full will take a complete tub
4:30pm	<p><u>CLEANING</u></p> <ul style="list-style-type: none"> ● Clean all kitchen surfaces ● Clean kitchen floors ● Wash dishes and put away items in designated cupboards ● Empty garbage bag in kitchen and replace liners 	
5:00pm	<p><u>SHUT DOWN/LOCK-UP</u></p> <ul style="list-style-type: none"> ● Turn off hot chocolate ● Collect all items from side counter and put back in designated cupboards ● Place items in the fridge (condiments/milk, etc....) ● Put bars back on front and lock ● Make ensure upright freezer is locked ● Close and ensure canteen is locked 	

Appendix C

Canteen guidelines – Weeknight shifts

- ★ Please sign in and out of the volunteer binder and if you have any questions or concerns ask a board member in the dining area
- ★ If there is no inside upkeep person please tidy the dining area, wipe tables, and push in chairs
- ★ Price list is located beside the drink cooler & outside canteen.

Time	Procedures	Notes
6:00pm	<u>HOT CHOCOLATE</u> (see machine for instructions) <ul style="list-style-type: none"> ● Switch on the hot chocolate and check coffee machines 	<ul style="list-style-type: none"> ● Switch is below the chocolate hopper ● Use smaller cups and leave room for milk
6:00pm	<u>SET-UP</u> <ul style="list-style-type: none"> ● Remove bars from canteen (when necessary) ● Turn on Square terminal 	<ul style="list-style-type: none"> ● Door to get in back should be unlocked ● Key for bars is in the drawer by hot chocolate machine
6:00pm	<ul style="list-style-type: none"> ● Put out milk/cream ● Check to see if napkins, sugar, sweeteners and stir sticks are out 	<ul style="list-style-type: none"> ● Wipe side counter and place on top
6:00pm	<u>FREEZER ITEMS</u> <ul style="list-style-type: none"> ● Take out muffins and cookies from the freezer 	<ul style="list-style-type: none"> ● place muffins/cookies in labeled containers for distribution

6:30pm	<u>CHECK STOCK</u> <ul style="list-style-type: none"> ● Stock up chips/chocolate bars/drinks/candy if needed 	<ul style="list-style-type: none"> ● Food items are in blue Rubbermaid bins labeled in upper shelf ● Drinks are under microwave in main part of clubhouse -keys are in top drawer by hot chocolate
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8:00pm	<p><u>RESTOCK/NEXT DAY PREP</u></p> <ul style="list-style-type: none"> ● Check numbers for the next day ● Complete stock sheets with today's totals ● Refill candy, chips, chocolate ● Check hot chocolate 	<ul style="list-style-type: none"> ● Check blue Rubbermaid bins above if running low ● When hot chocolate is ½ full will take a complete tub
8:30pm	<p><u>CLEANING</u></p> <ul style="list-style-type: none"> ● Clean all kitchen surfaces ● Clean kitchen floors ● Wash dishes and put away items in designated cupboards ● Empty garbage bag in kitchen and replace liners 	
9:00pm	<p><u>SHUT DOWN/LOCK-UP</u></p> <ul style="list-style-type: none"> ● Turn off hot chocolate ● Collect all items from side counter and put back in designated cupboards ● Place items in the fridge (condiments/milk, etc....) ● Put bars back on front and lock ● Make ensure upright freezer is locked ● Close and ensure canteen is locked 	