

Volunteer Training – Shadowing

The two (2) page checklist on the next page of this document must be completed by an **experienced volunteer** at Play! Gaming & Entertainment, 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 a full shift (2 hours) so they can experience firsthand 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 each task confidently and independently. Thank you for your time and consideration in helping another volunteer to learn their role!

Leave completed checklists in the **Red Binder** on the Centre Counter for the Activity Coordinator of PCGA to collect and keep on file. Your organization will be notified by WEEKLY e-mail that the new volunteer has completed training.

Feedback when there are two trainees is to have both trainees with one experienced volunteer going through everything on the checklist EXCEPT the actual calling back of bingos, e.g. lobby explanations, sign-in book, tour. This keeps the second experienced volunteer on the floor. Once the trainees are ready to observe and call back bingos, they can then be split between the two experienced volunteers.

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

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

The new volunteer must have **read the AODA document** and **completed online training PRIOR** to shadowing an experienced volunteer. If the new volunteer has not read the AODA document or completed online volunteer training, they **ARE NOT** able to shadow an experienced volunteer. They must leave and contact their organization for further instructions.

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 <u>Trainee</u> (print):	
Signature of <u>Trainee</u>:	
Today's Date:	
Name of <u>Experienced Volunteer</u> (print):	
Signature of <u>Experienced Volunteer</u>:	

Volunteer Training Checklist

<input checked="" type="checkbox"/>	Task/Tour/Role to be Completed...
<input type="checkbox"/>	Introduce yourself to the new volunteer.
<input type="checkbox"/>	Confirm with the new volunteer that they have completed the on-line training.
<input type="checkbox"/>	Show the new volunteer where the Volunteer Area is in the Lobby (two counters, cabinet, closet), and where to hang up their coat.
<input type="checkbox"/>	Show the new volunteer where uniforms and nametags are stored. Nametags for new volunteers are located in the "New Orders" Tupperware container a drawer.
<input type="checkbox"/>	Ensure the new volunteer is in uniform and wearing their name tag.
<input type="checkbox"/>	Have the new volunteer print and sign their name on the front page of this document and enter today's date (this will become their official training date). You must also print and sign your name (as the experienced volunteer).
<input type="checkbox"/>	Show the new volunteer how to complete a Caller Announcement and deliver it to the Caller.
<input type="checkbox"/>	Let the Caller know that there is new volunteer in training.
<input type="checkbox"/>	Show the new volunteer how you sign in on the regular pages.
<input type="checkbox"/>	Have the new volunteer sign in below your signature on one of the "Trainee" lines.
<input type="checkbox"/>	Have the new volunteer sign the Accessibility for Ontarians with Disabilities (AODA) YELLOW binder, located on the Centre Counter in the Lobby. The new volunteer must sign once. Only once. (Sign on one of the blank pages located after the "Z" tab in the binder.)
<input type="checkbox"/>	Have the new volunteer take a "Quick Card" (Centre Counter), and show the new volunteer the Volunteer Information Binder, in particular the pages with a full description of the "Quick Card" tasks.
<input type="checkbox"/>	Show the new volunteer how to play a DVD slideshow on the TV (either the "General DVD" or your organization's slideshow).
<input type="checkbox"/>	Show the new volunteer where both posters are stored and how and where to display them (plexi holders, displayed on the "old" Lotto booth counter).
	Give the new volunteer a tour of the Gaming Centre, including (check each item): <ul style="list-style-type: none"> <input type="checkbox"/> all entrances <input type="checkbox"/> washrooms <input type="checkbox"/> bank machine <input type="checkbox"/> canteen <input type="checkbox"/> Sales counter <input type="checkbox"/> Tap N' Play machines <input type="checkbox"/> bingo terminals (called Geckos) <input type="checkbox"/> Responsible Gambling Kiosk (in the lobby) <input type="checkbox"/> socializing with staff & customers

Volunteer Training Checklist

	<p>Let the new volunteer know how to keep the Gaming Centre tidy and provide customer service by showing (check each item):</p> <ul style="list-style-type: none"> <input type="checkbox"/> where the bingo programs are found (on Sales counter) <input type="checkbox"/> where the cleaning supplies are kept and how to use them <input type="checkbox"/> where to throw out garbage and partially full drinks <input type="checkbox"/> how to collect trays and dirty dishes and where they are returned <input type="checkbox"/> how to empty the recycling bins and return to appropriate position <input type="checkbox"/> how to wipe down the tables after the Matinee and Late Night sessions
<input type="checkbox"/>	Show the new volunteer how to greet customers at both doors.
<input type="checkbox"/>	Have the new volunteer confidently call back a Gecko win while using the overhead microphones and facing the caller (m/c # first, then last three digits of winning card).
<input type="checkbox"/>	Have the new volunteer confidently call back a paper win while using the overhead microphones and facing the caller (all digits of winning card).
<input type="checkbox"/>	Introduce the new volunteer to any employees or customers you may know. The goal is to have this person feel comfortable and show them how chatting with people in the centre is providing good customer service.
<input type="checkbox"/>	Show the new volunteer how to return posters to storage at the end of shift.
<input type="checkbox"/>	Show the new volunteer how to change the slideshow back to the "General DVD".
<p>NOTES YOU MAY WISH TO LEAVE FOR THE GAMING ASSOCIATION ABOUT THIS NEW VOLUNTEER OR THE CHECKLIST:</p>	