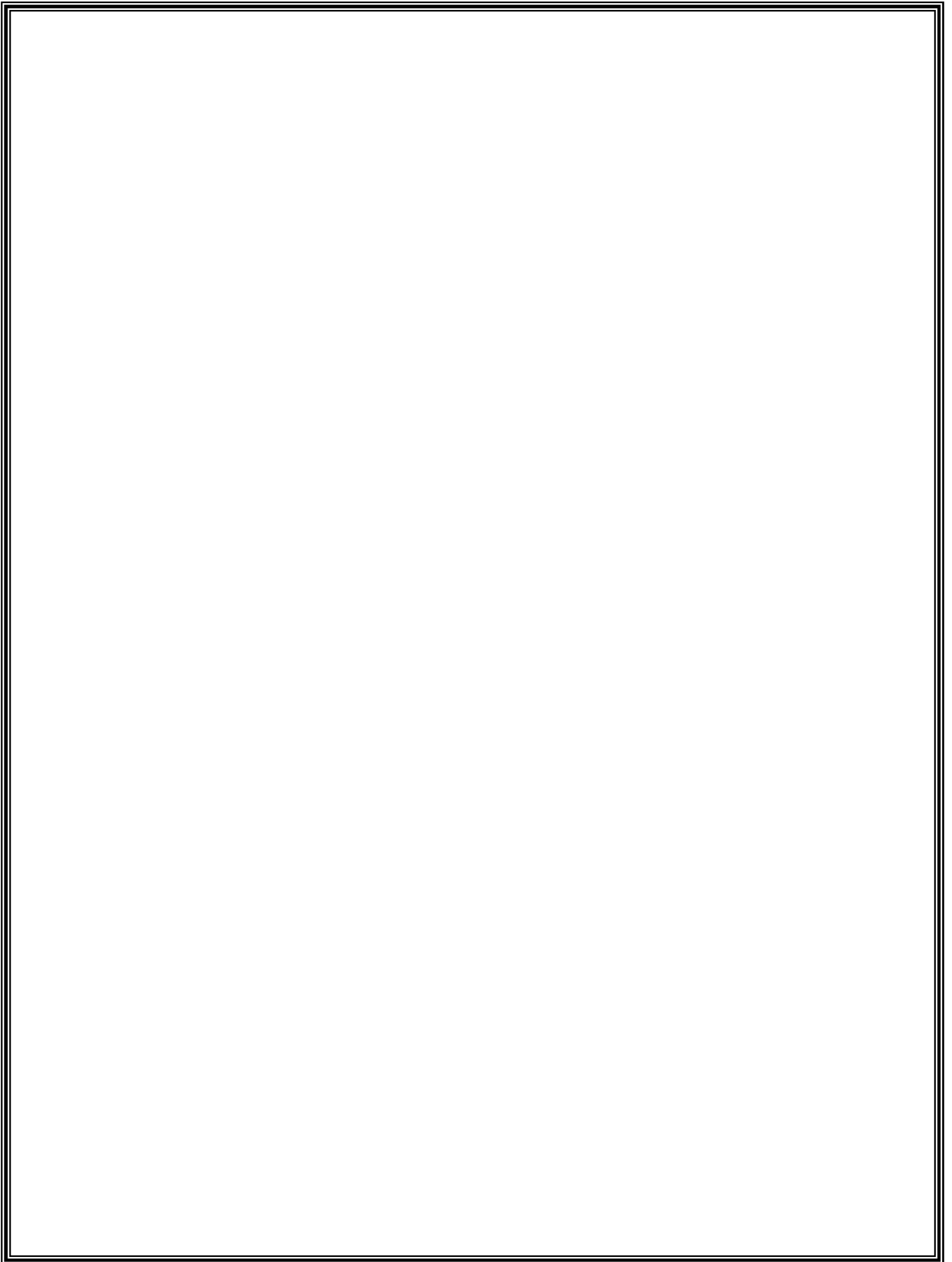




VOLUNTEER INFORMATION PACKAGE

Volunteering.....It's a way of giving and receiving

BanffLIFE is brought to you by the Town of Banff



About BanffLIFE

Program Coordinator:	Christine LaRocque
Program Assistant:	Corri Gallicano
Location:	302 Buffalo Street (right across from the CIBC)
Hours of operation:	hours may vary depending on programming
Phone:	403-760-2423
Email:	banfflife@banff.ca
Fax:	403-762-1264
Web:	www.banff.ca/banfflife

BanffLIFE is a program brought to you by the Town of Banff; BanffLIFE is dedicated to improving the quality of life of young adults (aged 18-30) living and working in Banff. Ultimately, **BanffLIFE** is seeking to improve conditions for the businesses and the community as a whole. Improving the quality of life for these young adults is paramount to Banff's success, as over 50% of the community falls into this demographic. **BanffLIFE** is here as a resource for young adults and employers.

BanffLIFE MISSION STATEMENT

"To enhance Banff life for young adults, the businesses they work for, and the unique environment in which they live. This is accomplished by providing accessible opportunities for participation in programs that promote community awareness, healthy lifestyles and personal development."

Our Programs include:

BanffLIFE's programs operate out of the Banff Rotary Community HUB located at 302 Buffalo Street; BanffLIFE offers free or low cost activities, including our famous Free Pasta Night, monthly bus trips to Calgary, indoor rock climbing, FREE yoga, FREE Home Cooked Christmas Dinner and so much more! We also provide community and healthy lifestyles information, referrals and we are always open to lend a listening ear!

BanffLIFE's **Mountain Adventure Program's** (MAP) provides low cost, safe and facilitated access to outdoor activities. Individuals can participate in a variety of activities including snowshoeing, recreational avalanche courses, backcountry ski touring, ice climbing, winter and summer camping, hiking, rock climbing and white water rafting! Many young adults continue to participate in outdoor pursuits as a result of their experiences with MAP as it provides them with the basic knowledge necessary to further pursue such activities on their own and with friends.

Life in Banff and the Banff's Best Presentation is a 3-hour orientation offered monthly by the Banff Heritage Tourism Corporation, Interpretation Guides Association and BanffLIFE. The presentation is entertaining and informative, providing young adults with a chance to learn some interesting facts about the national park and the Community Resources that are available to them while living in Banff. This interactive program appeals to all local staff new and old... and they get a bunch of FREE STUFF including free admission to NINE of Banff's most popular attractions. Admission is free and the program runs on the third Thursday of every month from 6 - 9 p.m. at Town Council Chambers, Banff Town Hall, 110 Bear Street. By learning about the wonderful town that they now call home, they have the knowledge that benefits not only them but also each and every visitor that they encounter!

Welcome Week and One Cool Winter are exciting weeks designed to be a fun and informative welcome to Banff and Lake Louise for all staff,. They offer a full week of live entertainment, food, sports, and activities to enjoy – and the good news is everything is free to staff attending the event!

All BanffLIFE events are dedicated to promoting healthy, well-rounded lifestyles for service industry workers as well as nurturing a sense of community. The aim is to inspire more productive, informed employees by fostering the development of positive attitudes and a healthy approach to living and working in Banff and Lake Louise. In order to do that, we want to provide experiential opportunities which highlight the range of recreational, cultural and volunteer activities available in the area, as well as let staff know where they can access helping services if they should need them.

Please contact BanffLIFE at 760-2423 or banfflife@banff.ca for more information about our programs. We can include you on our mailing list for our Program Calendars.

BanffLIFE Volunteer and Ambassador Programs

BanffLIFE Ambassadors and Volunteers are the welcome arm for BanffLIFE; greeting new participants, promoting our programs and/or projects and being the welcome face of BanffLIFE!

Top Priorities:

Have the right attitude

- a. Ambassadors and volunteers act on behalf of BanffLIFE. It isn't about your personal business, it's about BanffLIFE and how you can help other locals and newcomers to Banff connect to each other.
- b. Positive, fun, upbeat and caring for others.
- c. Professional, in appearance and attitude

Be there.

- a. Ambassadors and volunteers will attend as many BanffLIFE events and functions as they can throughout the year, including quarterly Ambassador Meetings.

Follow through.

- a. When you commit to being at an event as an ambassador or a volunteer, people are counting on you.
- b. When you commit to making contacts, delivering information or representing BanffLIFE, people are counting on you.

Roles and Responsibilities

- a. An ambassador/volunteer is like a supporting actor/actress, whose job it is to make the other person a "star".
- b. An ambassador/volunteer shines with enthusiasm, positive mental attitude and brightens events and activities.

Support

- a. An ambassador supports other volunteers or guests by helping to connect them to each other.
- b. Ambassadors and volunteers support BanffLIFE by representing BanffLIFE, communicating key messages to friends and the community. "You'll get out of Banff LIFE, what you put into it."
- c. An Ambassador supports other ambassadors and volunteers by encouraging a fun, positive, high energy environment.

Confidentiality and Sensitivity

- a. As an ambassador and volunteer you may not use any confidential and sensitive information you may become privy for anything but BanffLIFE business.

Ambassador Policy

Preliminary Period

- a. Before one becomes an official BanffLIFE Ambassador, the individual must fill out an application and be accepted into the program.
- b. Before one becomes an official Ambassador, the individual must complete the 3 month BanffLIFE ambassador training
- c. Before one becomes a Mountain Adventure Ambassador, the individual must apply and complete all the required training.

Resignation and Replacement

- a. An ambassador may resign in writing at any time. Letter or e-mail must be submitted to BanffLIFE Coordinator.
- b. An ambassador can be asked to resign at any time if the individual is not meeting requirements.

Availability

- a. There will be no more than 15 BanffLIFE Ambassadors at any one time.
- b. There will be no more than 5 Mountain Adventure Ambassadors at anyone time.

Volunteer Rights and Perks

- BanffLIFE agrees to treat their volunteers with mutual respect & appreciation. Because of the commitment you make to BanffLIFE, we will commit to investing in your experience. Training courses in a variety of topics will be provided for free on an on-going basis.
- BanffLIFE agrees to provide volunteers with meaningful and satisfying work.
- BanffLIFE will carefully assign volunteers to projects which meet their interests and needs.
- BanffLIFE will provide all volunteers with an orientation to the agency – its mission, goals, staff, activities, and policies.
- BanffLIFE will give volunteers the opportunity to show initiative and leadership.
- BanffLIFE will allow volunteers to voice their opinion and have input into program planning and implementation.
- BanffLIFE will treat all volunteers as co-workers
- All volunteers will have their volunteer hours documented; a certificate or letter will be given upon request
- A certificate of achievement will be presented to all individuals who complete the three month ambassador's program

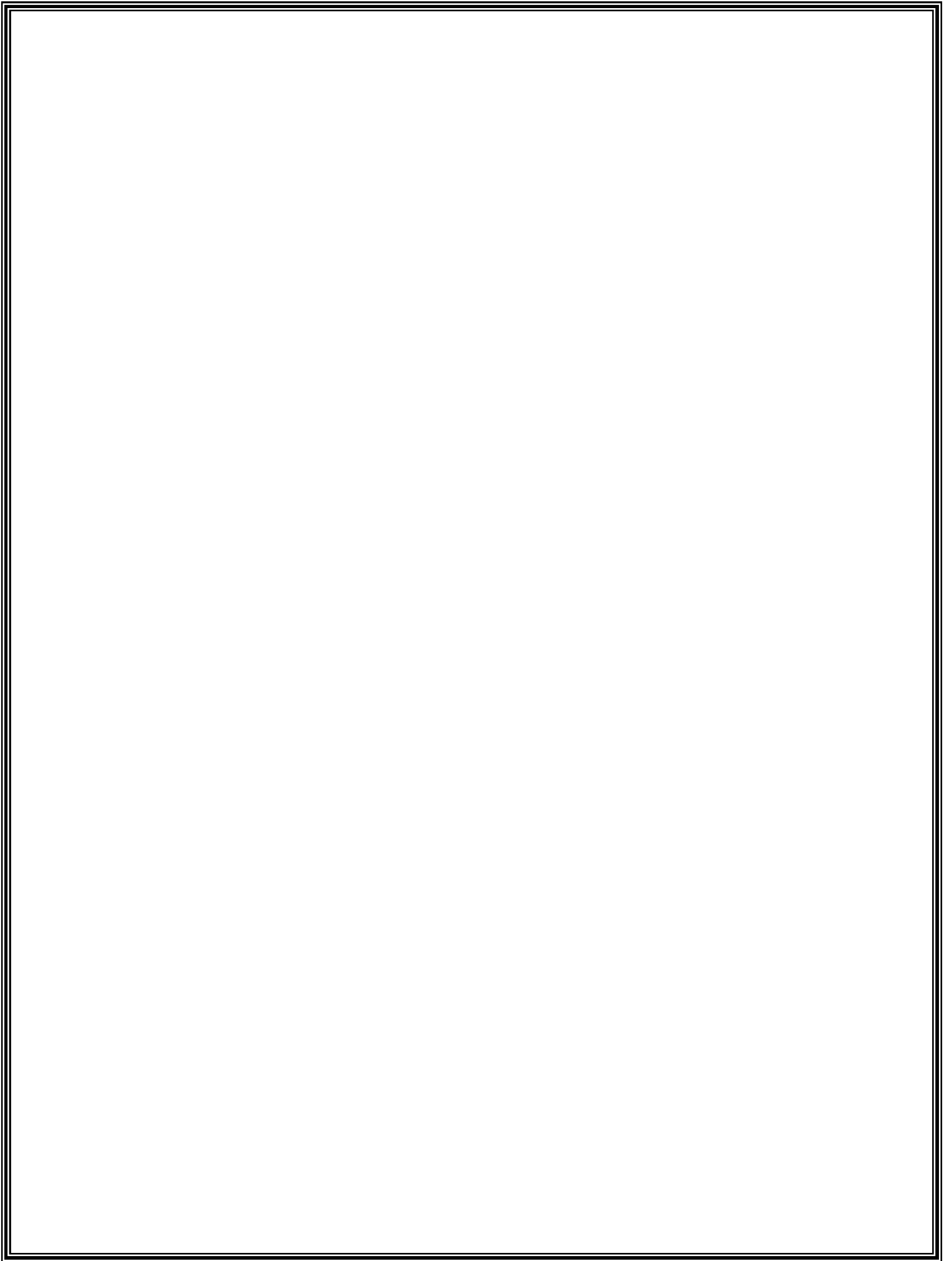
BanffLIFE Bucks

All volunteers and ambassadors will get BanffLIFE Bucks, which is money to go towards different BanffLIFE programming for helping us out! For every hour volunteered, you will receive one BanffLIFE buck. Bucks can be used towards any program that is not subsidized.

Mountain Adventure Program (MAP) Ambassadors will not receive BanffLIFE bucks for hours volunteered on Mountain Adventure Programs; as the program will be offered at no cost or at a discounted rate for Ambassadors working on MAP programs.

Make sure you grab our monthly calendars and enjoy the different programs that we have to offer.

Welcome to the Team!



BanffLIFE Volunteer Statement of Interest and Commitment

Commitment Oath: I understand that as a Volunteer I have a vital role in helping BanffLIFE reach strategic objectives and important Programming goals. I will respect the environment in which we all live, participate in BanffLIFE programs, promote community awareness, healthy lifestyles and will work on my personal development.

I will make a commitment to:

Learn and experience what BanffLIFE is about and has to offer so I can communicate what BanffLIFE is, how to get involved and how to make the most of Banff "LIFE". I will do my best to attend BanffLIFE events, programs and projects.

Personal commitment to the Ambassador's program:

- I will attend the introduction to BanffLIFE Training Session 1 hour
- I will be a positive voice for BanffLIFE, promoting good works, involvement, volunteerism and participation in events.
- I will commit to 3 volunteer hours per month
- I will attend the Life in Banff & Best of Banff orientation
- As a volunteer I will not improperly disclose or misuse any confidential or sensitive information I may become privy to.
- I will keep track of my volunteer hours.

I understand that at anytime I am unable to fulfill the commitments of a Volunteer, I will give appropriate notice or resignation to the BanffLIFE Coordinator. If for any reason the coordinator may feel that I am not fulfilling the commitment as a Volunteer, I will be placed on a "Volunteer Leave" and will be replaced with a prospective new candidate.

Volunteer's signature:

Date:

BanffLIFE Coordinator's signature:

Date:

BanffLIFE is a violence, alcohol and drug free organization. As a volunteer you will be setting an example for other participants, therefore as a volunteer or participant you are not permitted to wear jewelry, clothing or accessories that promote violence, discrimination of any kind, drugs, alcohol or the use thereof. You are also not permitted to come to BanffLIFE under the influence of drugs or alcohol at any time. Such actions may cause us to withdraw you from your position as a volunteer. When attending BanffLIFE functions as a participant or volunteer you are to treat everyone with mutual respect and appreciation.

**Volunteer
Personal Commitment Completion Checklist:**

Volunteer name: _____

Date Completed	Coordinators Initial	Task
_____ _____	_____ _____	Introduction to BanffLIFE Training Session 1 hour Life in Banff & Best of Banff orientation

Date Completed	Coordinators Initial	Monthly Hour Tracking	
		Month	Year
_____	_____	January	_____
_____	_____	February	_____
_____	_____	March	_____
_____	_____	April	_____
_____	_____	May	_____
_____	_____	June	_____
_____	_____	July	_____
_____	_____	August	_____
_____	_____	September	_____
_____	_____	October	_____
_____	_____	November	_____
_____	_____	December	_____
_____	_____	January	_____
_____	_____	February	_____
_____	_____	March	_____
_____	_____	April	_____
_____	_____	May	_____
_____	_____	June	_____
_____	_____	July	_____
_____	_____	August	_____
_____	_____	September	_____
_____	_____	October	_____
_____	_____	November	_____
_____	_____	December	_____

BanffLIFE Ambassador's & Mountain Adventure Ambassador's Statement of Interest and Commitment

Commitment Oath: I understand that as an Ambassador I have a vital role in helping BanffLIFE reach strategic objectives and important programming goals. I will respect the environment in which we all live, participate in BanffLIFE programs, promote community awareness, healthy lifestyles and will work on my personal development.

I will make a commitment to:

Learn and experience what BanffLIFE is about and has to offer so I can communicate what BanffLIFE is, how to get involved and how to make the most of Banff "LIFE". I will do my best to attend and facilitate BanffLIFE events, programs and projects, including the Ambassadors meetings.

Personal commitment to the Ambassador's program:

- I will attend the introduction to BanffLIFE 1 hour training session
- I will commit to the 3 month training program
- I will attend the Banff Basic Knowledge Course 4 hours
- I will attend the 16 hr standard first aid course
- I will attend the Life in Banff & Best of Banff orientation
- I will attend the food safe course
- I will attend at least 2 volunteer brain storming sessions a year
- I will be a positive voice for BanffLIFE, promoting good works, involvement, volunteerism and participation in events.
- I will attend at least two BanffLIFE special events this year as an ambassador
- I will commit to 9 volunteer hours per month for a minimum of 6 months
- As an ambassador I will not improperly disclose or misuse any confidential or sensitive information I may become privy to.
- I will keep track of my volunteer hours.

Personal commitment to the Mountain Adventure Ambassador's program:

- I will attend a Mountain Adventure 3 day training session—Summer
- I will attend a Mountain Adventure 3 day training session—Winter
- I have completed all the requirements for the BanffLIFE Ambassador Program
- I will commit to being part of the program for a minimum of 6 months

BanffLIFE is a violence, alcohol and drug free organization. As a volunteer you will be setting an example for other participants, therefore as a volunteer or participant you are not permitted to wear jewelry, clothing or accessories that promote violence, discrimination of any kind, drugs, alcohol or the use thereof. You are also not permitted to come to BanffLIFE under the influence of drugs or alcohol at any time. Such actions may cause us to withdraw you from your position as a volunteer. When attending BanffLIFE functions as a participant or volunteer you are to treat everyone with mutual respect and appreciation.

**BanffLIFE Ambassador's & Mountain Adventure Ambassador's
Statement of Interest and Commitment**

I understand that at anytime I am unable to fulfill the commitments of an Ambassador, I will give appropriate notice of resignation to the BanffLIFE Coordinator. If for any reason the coordinator may feel that I am not fulfilling the commitment as an Ambassador, I will be placed on an "Ambassador on Leave" and will be replaced with a prospective new candidate.

Ambassador's signature:

Date:

BanffLIFE Coordinator's signature:

Date:

**Ambassador's & Mountain Adventure Ambassador's
Personal Commitment Completion Checklist:**

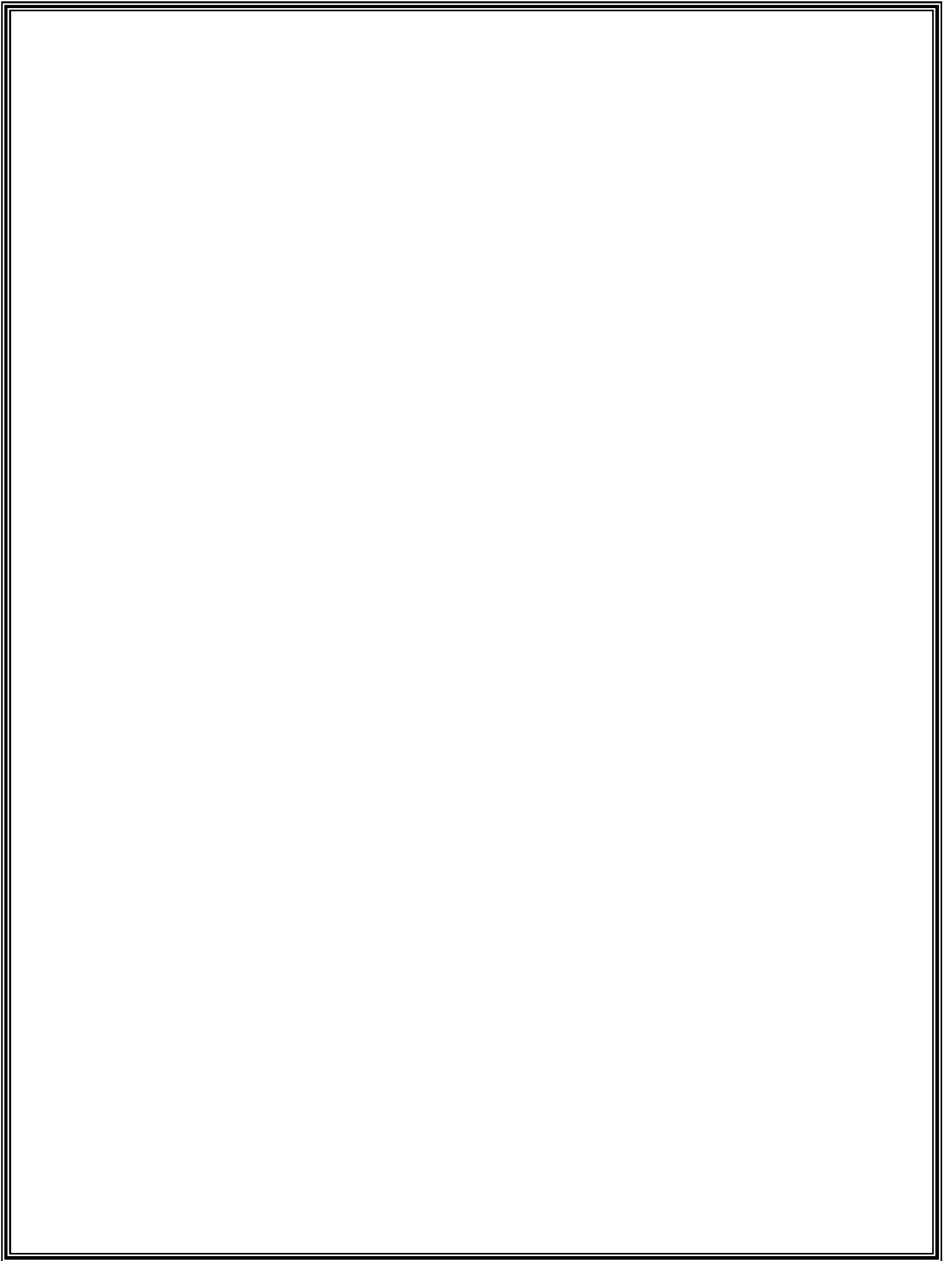
Volunteer name: _____

Date Completed	Coordinators Initial	Task
_____	_____	Completed 3 month training program
_____	_____	Introduction to BanffLIFE Training
_____	_____	Life in Banff & Best of Banff orientation
_____	_____	Banff basic Knowledge Course
_____	_____	16 hr standard first aid course
_____	_____	Food safe course
_____	_____	Volunteer brain storming session
_____	_____	Volunteer brain storming session
_____	_____	Special event _____
_____	_____	Special event _____

Mountain Adventure Ambassador's

_____	_____	MAP 3 day training session—Summer
_____	_____	MAP 3 day training session—Winter

Date Completed	Coordinators Initial	Monthly Hour Tracking	
		Month	Year
_____	_____	January	_____
_____	_____	February	_____
_____	_____	March	_____
_____	_____	April	_____
_____	_____	May	_____
_____	_____	June	_____
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_____	_____	February	_____
_____	_____	March	_____
_____	_____	April	_____
_____	_____	May	_____
_____	_____	June	_____
_____	_____	July	_____
_____	_____	August	_____
_____	_____	September	_____
_____	_____	October	_____
_____	_____	November	_____
_____	_____	December	_____



BanffLIFE Volunteer Application Form

Name: _____ Date: _____

Home Number: _____ Street Address: _____

Mobile Number: _____ Mailing Address: _____

Email: _____ Birth Date: _____ Age: _____

I am applying for the following volunteer position (s): _____

Where are you from? _____

What date did you arrive in Banff? _____

What date do you plan on leaving Banff? _____

Employment Status: Not employed and not looking _____
Not employed and looking _____
Employed fulltime _____
Employed part-time _____

Current Employer: _____ Dept: _____

What interests you about volunteering with BanffLIFE: _____

Past volunteer/work experience: _____

Please list and describe your most passionate interests and relevant experience: _____

What skills do you have that you may use to help BanffLIFE? _____

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Please sign that you have read and understand the above statement: _____

EMERGENCY INFORMATION

This information is being collected for Emergency Purposes Only.
ALL INFORMATION COLLECTED IS PRIVATE & CONFIDENTIAL

NAME: _____

BANFF ADDRESS (street & box #): _____

HOME PHONE #: _____

CELL PHONE #: _____

D.O.B.: _____

ALLERGIES: _____

DRIVERS LICENSE#: _____

PHYSICIAN'S NAME: _____

PHONE #: _____

HEALTH CARE #/PROVINCE: _____

OUTSTANDING MEDICAL CONDITIONS (optional): _____

EMERGENCY CONTACT #1:

NAME: _____

ADDRESS: _____

Work: _____

Home: _____

Cell: _____

RELATIONSHIP TO VOLUNTEER: _____

EMERGENCY CONTACT #2:

NAME: _____

ADDRESS: _____

Work: _____

Home: _____

Cell: _____

RELATIONSHIP TO VOLUNTEER: _____





Banff Rotary Community HUB
302 Buffalo Street (across from the CIBC)
PO Box 1260
Banff, AB T1L 1A1
403-760-2423
banfflife@banff.ca