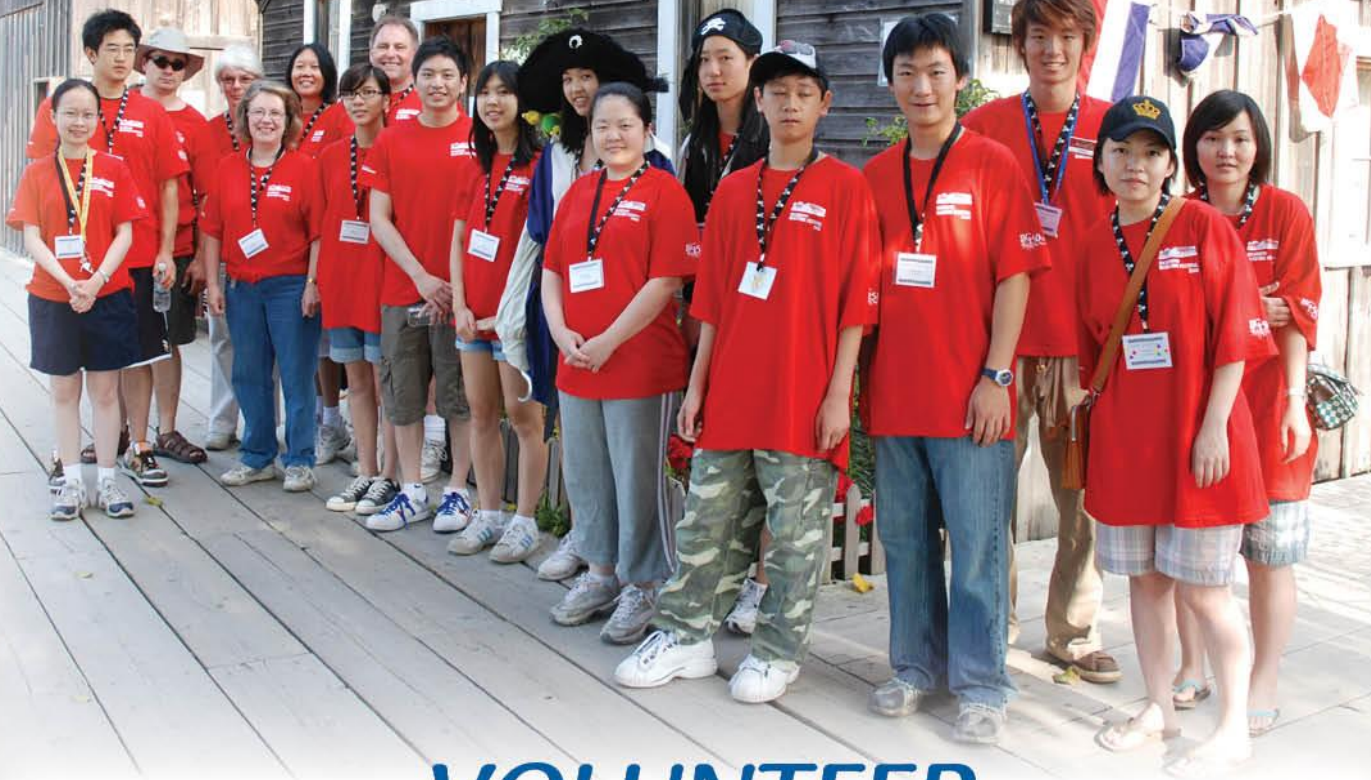


BRITANNIA SHIPYARDS NATIONAL HISTORIC SITE



VOLUNTEER INFORMATION PACKAGE



City of Richmond
5180 Westwater Drive, Richmond, BC, V7E 6P3
604-238-8050, britannia@richmond.ca
www.richmond.ca

Greetings,

Britannia Shipyards National Historic Site is growing!! New exhibits and additions to the park are created every year. Also, interactive programs happen throughout the year, designed for different age groups. We need your help and this is an opportunity for you to discover the Britannia Shipyards!

Help history come alive by becoming a heritage guide, greeter, program volunteer, education docent or special events ambassador. Enjoy the opportunity to share your knowledge, meet new friends and learn new skills. Share the stories of Britannia with visitors from all over the world, and be active in the community. Take advantage of special volunteer privileges and be close to nature in our beautiful waterfront park.

Please see the following pages for detailed volunteer position descriptions.

Please call 604-238-8037 or email us at britannia@richmond.ca for details about how you can get involved!



Britannia Volunteer Positions:

Skills, Experience, Qualifications Required

Must be over the age of 15 or 18, depending on position
Excellent customer service and people skills
Ability to communicate effectively with visitors
Passionate about local history

Orientation and Training

All volunteers, except for Special Events Crew, must clear a Police Information Check which can be provided by the Visitor Services Associate. All volunteers must attend an orientation where we do a site tour and discuss site safety, security and regulations. Greeter/Guides engage in self led training.

Support and Supervision

Generally report to the volunteer coordinator
For each shift, work under the direction of attendants and/or senior staff

Work Conditions

Many of our buildings are not heated; please dress for the weather and wear comfortable shoes.
Comply with the code of conduct policy

Types of Volunteer Positions

There are many types of volunteer opportunities at Britannia. The following positions have been outlined in detail below to help you decide what would work best for you:

- 1) Heritage Greeter
- 2) Heritage Guide
- 3) Special Events Volunteer
- 4) Program Volunteer

References, Evaluation Forms etc.

A Statement of Hours can be given at any time.

If you require an evaluation form to be filled out or a reference to be given, advanced notice will have to be given to Lynsey or an Attendant on duty so we have time to observe you on the job and provide you with an accurate evaluation. An Evaluation Form (eg. From school) can be given after 10 hours of volunteering. A Reference letter will only be written after 50 hours of volunteering.



1) Heritage Greeter

Entry level position. No experience necessary. Greet visitors, ensure the security of artifacts and answer questions about the site. Proactively respond and approach visitors to provide information about exhibits, programs and events. Must be at least 15 years old.

Key Duties and Responsibilities

Meet and greet the general public

Ensure the security of artifacts

Encourage visitors to explore the site and return for future visits

Provide feedback to staff on the volunteer program as it continues to develop

Time Commitment

No minimum. Confirmation of hours can be given anytime but references will only be written after 50 hours.

2) Heritage Guide

If you enjoy being a Greeter, but would like to give more in-depth tours. Help history come alive for visitors by providing tours of the site/buildings. Proactively respond and approach visitors to provide information about exhibits, programs and events at Britannia. Must be at least 15 years old.

Key Duties and Responsibilities

Present engaging and informative tours of the site while ensuring public safety

Encourage visitors to explore the site and return for future visits

Provide feedback to staff on the volunteer program as it continues to develop

Time Commitment

Minimum 1 shift per week on average (a minimum of 50 hours over a six-month commitment). Confirmation of hours can be given anytime but references will only be written after 50 hours.

Becoming a Heritage Greeter or Guide

- Create an account on I Can Help (<https://icanhelp.richmond.ca>).
- Sign up for a Training session (on I Can Help) and complete a Police Information Check (PIC) given to you at training. Upcoming Training sessions are (pick one):

Wed September 19 3:30-4:30pm	Sat October 20 11:00am-12:00pm
Sat November 17 11:00am-12:00pm	Sat December 15 11:00am-12:00pm
- Once you've come to the Training session and completed a PIC, you can begin self-led training, that will happen at your own pace. This process involves reading about site history, watching documentaries in the Volunteer Lounge, and shadowing tours given by staff and other volunteers.
- Sign up for shifts! Login to ICanHelp and then click on 'My Opportunities'. You will see an opportunity called '2018 Britannia Guide, Greeters and Programs.' Click on this, click on 'See Details' and then 'Schedule.' Find the date on which you would like to volunteer. Click 'Sign Up as an Individual.'

Upcoming Heritage Greeter or Guide shifts

VOLUNTEER OPP.	DATE AND TIME	DESCRIPTION	VOLUNTEER DUTIES
Greeters/Guide shifts	Every day! (until April 30) 12:00-2:30pm/2:30-5:00pm (May 1-Sept 30) 10:15am- 1:30pm/1:30-4:45pm	Britannia is a free historic site, open to the public each day. Visitors come to explore our buildings and learn more about local history.	Welcoming visitors to our site/building. Exhibit security. Maintaining regulations.

3) Special Events Volunteer

Spend a short time with us, during any number of exciting events: Family Day, Doors Open, Richmond Maritime Festival, Grand Prix of Art, Culture Days, and exhibit openings. Must be at least 15 years old.

Key Duties and Responsibilities

- Meet and greet the general public
- Provide engaging and informative tours of a building, exhibit or demonstration
- Ensure public safety and assist in flow control when needed
- Encourage visitors to explore the site and return for future visits
- Assist staff in answering public inquiries

Time Commitment

Minimum 1 shift per day during the event-most events take place between May and September

Number of Positions Available

20 to 200, depending on the event

Becoming a Special Events Volunteer

Create an account on I Can Help (<https://icanhelp.richmond.ca>). Find our Special Event volunteer opportunity by doing a search (Opportunity Search>Keyword>Britannia)

Upcoming Special Event Volunteer Opportunities

EVENT	DATE AND TIME	EVENT DESCRIPTION	VOLUNTEER DUTIES
GRAND PRIX OF ART	Saturday Sept 22 9:45am-6:00pm Sunday Sept 23 11:45am-4:00pm	Over 100 artists compete against the clock to complete a work of art on location	Volunteers will greet visitors in Britannia's historic buildings
CULTURE DAYS	Saturday Sept 29 Sunday Sept 30 11:30am-4:00pm	Culture Days is a national celebration of arts and culture	Volunteers will greet visitors in Britannia's historic buildings
TRICK OR TREAT THE BOARDWALK	Saturday October 27 12:45am-4:00pm	Make a paper Halloween basket and then visit the historic houses for a non-edible treat	Volunteer will greet children and give out non-edible treats!

4) Program Volunteer

There are always programs happening at Britannia that require that assistance of volunteers. Programs may include kids spring break or summer camp programs, older adult craft programs, Mother's Day/Father's Day programs among others. Since our programs are so sporadic, most volunteers become Heritage Guides and help out with programs as well when needed. Must be at least 15 years old.

Becoming a Program Volunteer

Create an account on I Can Help (<https://icanhelp.richmond.ca>). Find our Program volunteer opportunity by doing a search (Opportunity Search>Keyword>Britannia)

Key Duties and Responsibilities

Assist program leaders with room set up, program preparation, take down and clean up
Assist program leaders during the program with tasks related to the program

Time Commitment

Depends on program- usually one day (spring break/summer camps-1 week)

Upcoming Program Volunteer Opportunities

EVENT	DATE AND TIME	EVENT DESCRIPTION	VOLUNTEER DUTIES
HERITAGE CHRISTMAS CRAFT FAIR	Saturday Dec. 1 10:30am-4:15pm	Visit Britannia and find the perfect homemade gift. Meet local artisans and wooden boat enthusiasts for some festive cheer!	Assist with greeting and counting visitors and kids crafts.
WINTER CONCERT	Sunday Dec. 2 12:00-3:00pm	Celebrate the winter season with Louise Southwood and Stanton Jack, a new generation of classical guitarists who combine technical excellence with musical sensitivity	Volunteers will assist with set up, take down and greeting/counting visitors.



Just for fun...

Create an account on I Can Help (<https://icanhelp.richmond.ca>). Find our Program volunteer opportunity by doing a search (Opportunity Search>Keyword>Britannia)

Upcoming Program Volunteer Opportunities

EVENT	DATE AND TIME	EVENT DESCRIPTION	VOLUNTEER DUTIES
PUMPKIN CARVING	Fri Oct 26 3:00-5:00pm		Help us carve pumpkins to decorate the site