

NEW VOLUNTEER ON JOB TRAINING CHECKLIST

Please PRINT Name of Trainee: _____

Name of Trainee's Organization: _____

PRINT Name of Experienced Volunteer Helping Trainee: _____

Name of Experienced Volunteer's Org: _____

Today's Date: _____

It is the experienced volunteer's responsibility to supervise the trainees on the job experience at Delta Gaming Centre. The trainee should remain with the helper the whole shift so s/he can experience firsthand what the experienced volunteer says and does and learns where things are located.

This is especially important at the beginning and at the end of the shift when the helper can assist the trainee with their administrative tasks and in the cleanup. Having the trainee shadow the helper will ensure that the trainee gets the experience they need to do each task confidently and independently.

The more experienced volunteer should do the tasks first, and then allow the new volunteer to complete them also. This helps build confidence with the new volunteers.

Please complete entire checklist, sign and return to the Charity Director' office.

Task	Description	✓
Sign-In Volunteer Binder & AODA	Knows where Sign In Binder is located and where to sign in on the correct dated page. Signs AODA binder on their group's page. All groups are listed alphabetically. SIGN ONCE ONLY.	
Laminated Reference Card	Receives reference card and is shown where the full descriptions of the tasks are kept (in volunteer sign in binder)	
Display Charity Posters	Knows where both posters are stored (closet by snack bar and blue cabinet by Charity Director's office) and how to display them on easels at each door. Charity uniforms are also kept in these places.	
First Name to Staff	Completes caller form to give name to the staff member. Circle the room you will be responsible for to help staff identify you. Delivers form to the caller. Let's the caller know there is a new volunteer in training.	
Appropriate Attire	Is in compliance with dress code. New Volunteers have 45 days from today to comply with logoed clothing.	

Charity Director	Knows where Charity Director's office is located and where to put completed, signed checklist at end of today's shift (in mail slot under Charity Director sign)	
Responsible Gambling	Knows where Responsible Gambling Kiosk and resources are located	
Welcoming Customers	10:30am & 5:30pm shift each volunteer should be at one of the doors standing beside their poster welcoming and assisting customers until bingo begins	
Facilities	Can locate the 3 ATMs, 2 sets of washrooms, lottery area, staff room, Tap N' Play area	
Call Back Gecko Bingos	Confidently calls back the last 4 digits on winning Gecko card while facing the overhead microphones. Ensure the trainee knows that volunteers are responsible to call back gecko bingos. Knows to wait for caller to call their name. Calls back all bingos on customer's gecko (if multiple bingos)	
Recycling	Knows what and where to recycle. 3 garbage/recycling stations in each room	
Returning Bottles/Cans for refund to Snack Bar	Knows where to put any bottles or cans that can be returned for a refund. Snack bar staff can help with this. DO NOT RETURN ANYTHING TO AREA WHERE FOOD IS BEING PREPARED – RETURN TO THE OTHER END OF THE SNACK BAR NEAR CASH REGISTER	
Cleaning	Retrieves debris from floor; garbage disposed of; gecko garbage bins cleaned out at least once during shift; chairs pushed in at end of shift. Non latex gloves are available at snack bar – only 1 size large.	
Store Charity Posters	Returns both posters to storage at end of shift	
Sign-Out Volunteer Binder	Signs out end time of shift in the volunteer binder. Make sure binder remains in the filing cabinet drawer in charity area.	

Please complete entire checklist, sign and return to the Charity Director' office.

Signature of Trainee (when completed)

Signature of Experienced Volunteer (when completed)