



The Role of Volunteers & Relationships with VHF Staff

Volunteers are an integral part of our team and are essential to providing an excellent experience for our event participants. Volunteers enhance the work of staff and it is essential that all volunteers and staff understand and respect each other's responsibilities, abilities and needs. Volunteers are expected to understand VHF's mission, and to follow all protocols and direction as established by VHF staff and staff-appointed volunteer leads. It is essential that both volunteers and VHF staff be reliably reachable via email or phone, communicate with promptness and adhere to commitments.

Volunteers who assist with running successful events are the face of the organization. As such, volunteers are expected to behave and present themselves professionally, with a friendly and approachable demeanor at all times. It is also the responsibility of volunteers to uphold all rules and/or guidelines associated with the event at all times. We provide a branded volunteer t-shirt and name badge for event volunteers. These items should be kept in good condition and worn at all public events. We encourage volunteers to direct questions about VHF, its goals and mission to staff and board members. Please direct all media inquiries to VHF staff.

Responsibilities of Volunteers

- Be prompt, reliable and participate to the best of your ability
- Be considerate and give as much notice as possible if you have to cancel
- Be willing to learn and participate in any offered training
- Make every effort to attend briefing sessions and read materials provided by VHF
- Ask questions and proactively express any concerns or issues to VHF staff
- Be loyal to the VHF mission statement, branding and messaging in order to offer consistency and integrity to the public (this includes disposing of any name badges, t-shirts or other material with VHF's previous logo and branding)
- Follow the guidance and decisions of staff and staff-appointed volunteer leaders
- Be respectful, thoughtful, cooperative and fair
- Abide by all VHF Guidelines

Responsibilities of VHF

Vancouver Heritage Foundation strives to ensure that all volunteers have a positive experience with the organization. Volunteers can expect:

- To be treated with respect and dignity
- To be heard and be recognized for your contributions
- To be given clear assignments and the opportunity to learn about VHF
- To receive training, guidance and direction throughout your shift
- To work in a healthy, safe and respectful environment

VHF Volunteer Job Opportunities and Descriptions

HOUSE TOURS

VHF offers four public self-guided house tours of private homes each year. House Tour volunteers:

- Welcome ticket holders, check tickets, and provide direction through a home
- Offer facts and stories about the home, provided at pre-tour visits and by staff
- Support visitor and volunteer safety and security by identifying hazards, acting proactively in emergencies and immediately bringing concerns to the attention of House Leads and VHF staff
- Ensure homes and their contents are not touched, damaged or affected in any way
- Remind visitors and other volunteers of tour guidelines where necessary
- Hand out feedback forms, warn visitors of potential safety issues, ensure closed areas are not entered, and direct VHF-related questions to VHF staff as required

TALKS, LECTURES, WORKSHOPS, WALKING TOURS AND SPECIAL EVENTS

Talks, lectures and workshops often benefit from volunteer assistance. Volunteers assisting at such events usually have

the opportunity to enjoy the event, but should be prepared to help as needed.

Walking tours sometimes require volunteers to assist with check-in duties. Volunteers walk the tour and ensure participants remain with the group, as well as monitor safety such as when tour groups cross intersections. We also invite walking tour volunteers to take pictures along the route for promotional purposes.

VHF hosts special events that may include walking tours and lectures at local venues, cocktail receptions, or film screenings. These events may require assistance in various areas including welcoming people, set-up and clean-up and other tasks as required.

ARCHITECTURAL SALVAGE VOLUNTEERS

VHF collects and sells architectural material from heritage and character buildings. Volunteers help with photographing and cataloguing salvage, data entry, and with pop-up sales where heavy lifting may be required. We occasionally need help with salvage collection in which volunteers with construction and/or demolition experience can help to safely remove and relocate building materials. This is a specialized volunteer position that requires knowledge of historic building materials and construction methods, technical skills and/or physical strength. You may be asked to provide your own tools, vehicle and/or safety equipment.

PHOTOGRAPHY AND FILM VOLUNTEERS

VHF welcomes photographers and videographers to document events, lectures and talks. We also have special projects that require photographers on occasion. Volunteers must have their own access to digital photography and/or film equipment. VHF always credits original work to the artist. Experience and interest in event or architectural photography/filmmaking is an asset.

SPECIAL PROJECTS

Long-term Special Projects like *Places That Matter* and the *Heritage Site Finder Interactive Map* require ongoing assistance with research, writing, editing, photography and event support. Other opportunities can arise to support these and other VHF projects. Much of this work can be done on a volunteer's own time.

Benefits of Volunteering with VHF

VHF volunteers are often passionate about heritage, enjoy spending time with other heritage enthusiasts, and embrace learning from each other. VHF benefits from the generous contributions of heritage enthusiasts and experts alike. As thank you for your contributions of time, VHF offers the opportunity to enjoy complimentary seats and tickets to events.

- House tour volunteers work half of the tour day, and are provided a ticket to attend the remaining hours of the tour. House tour volunteer tickets are non-transferrable and valid only for the volunteer they are issued to. They cannot be used at other events, or given to another person.
- Volunteers are offered seats at Evening Lectures at Hycroft, Brown Bag Lunch & Learn talks, and some Old School courses. A limited number of seats are reserved for volunteers at these events and we encourage volunteers to request seats when events are announced. We limit each volunteer to TWO complimentary seats in VHF talks, lectures and workshops per year in order to allow as many volunteers as possible to participate. These seats are to be used by current volunteers only, no guests are permitted to use volunteer seats. If you have already attended two events, you can ask to be added to the waitlist for volunteer seats that are not filled – you will be contacted shortly before the event if a seat is available.
- House tour volunteers qualify for complimentary seats after volunteering on at least three house tours. Research and photography volunteers qualify after completing at least two research sets or three photography sets. Other volunteers qualify after assisting on at least three unique events or occasions. Please speak with your VHF contact if you have any questions. Please contact mail@vancouverheritagefoundation.org to sign up for volunteer seats. Seats will be allocated on a first-come, first-served basis. Each volunteer must make his or her own requests.

VHF Contact Information

Vancouver Heritage Foundation
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Tel: 604 264 9642
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These guidelines are available for reference at vancouverheritagefoundation.org/get-involved/volunteer-with-vhf/