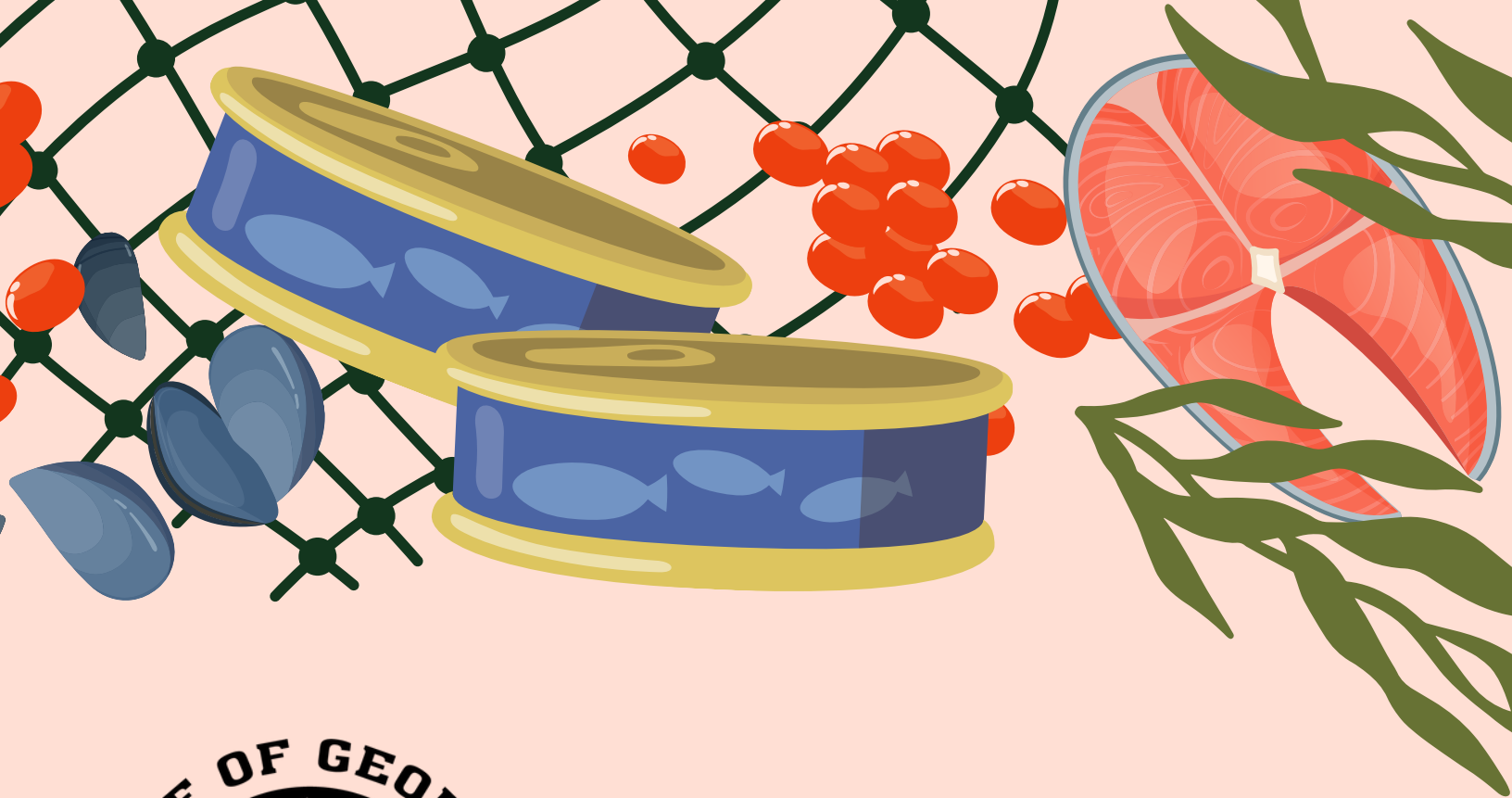
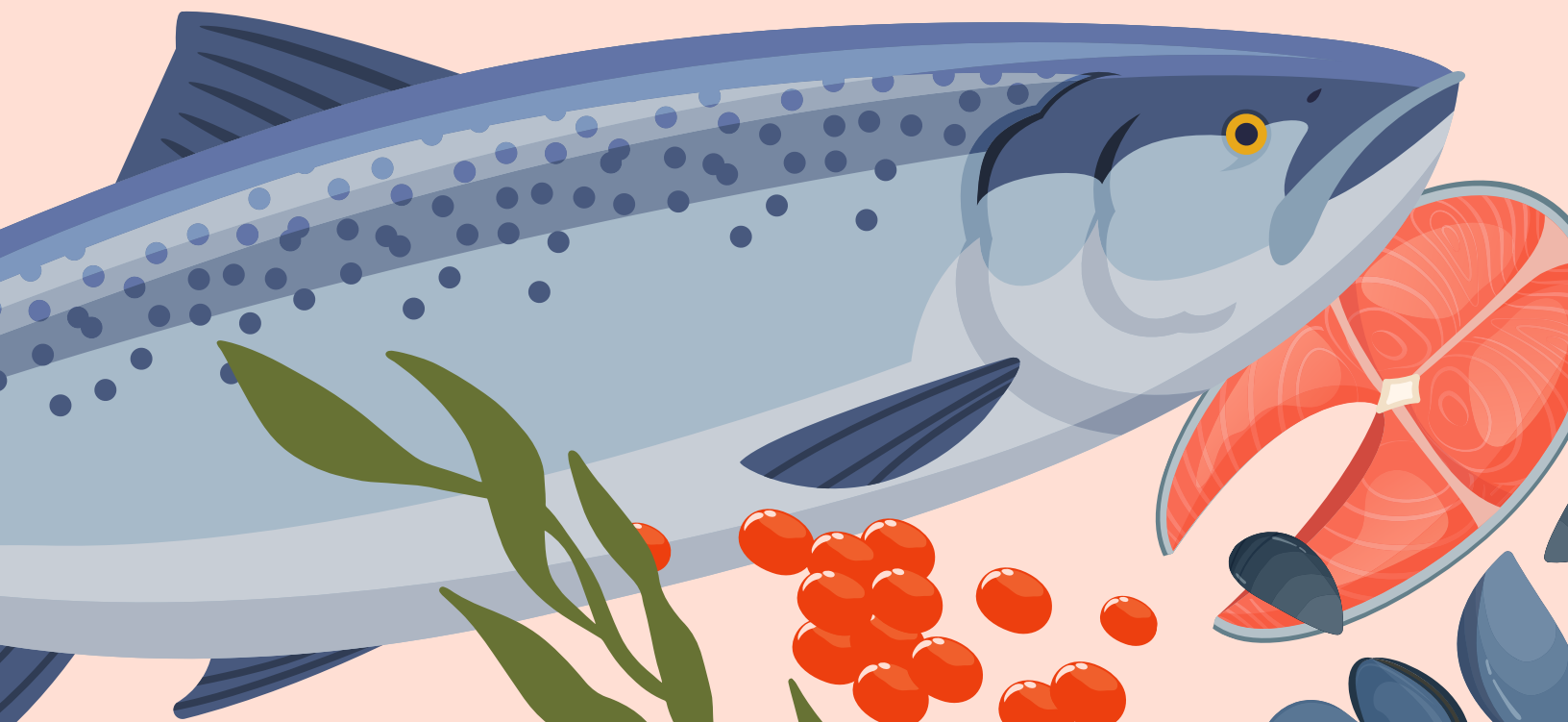




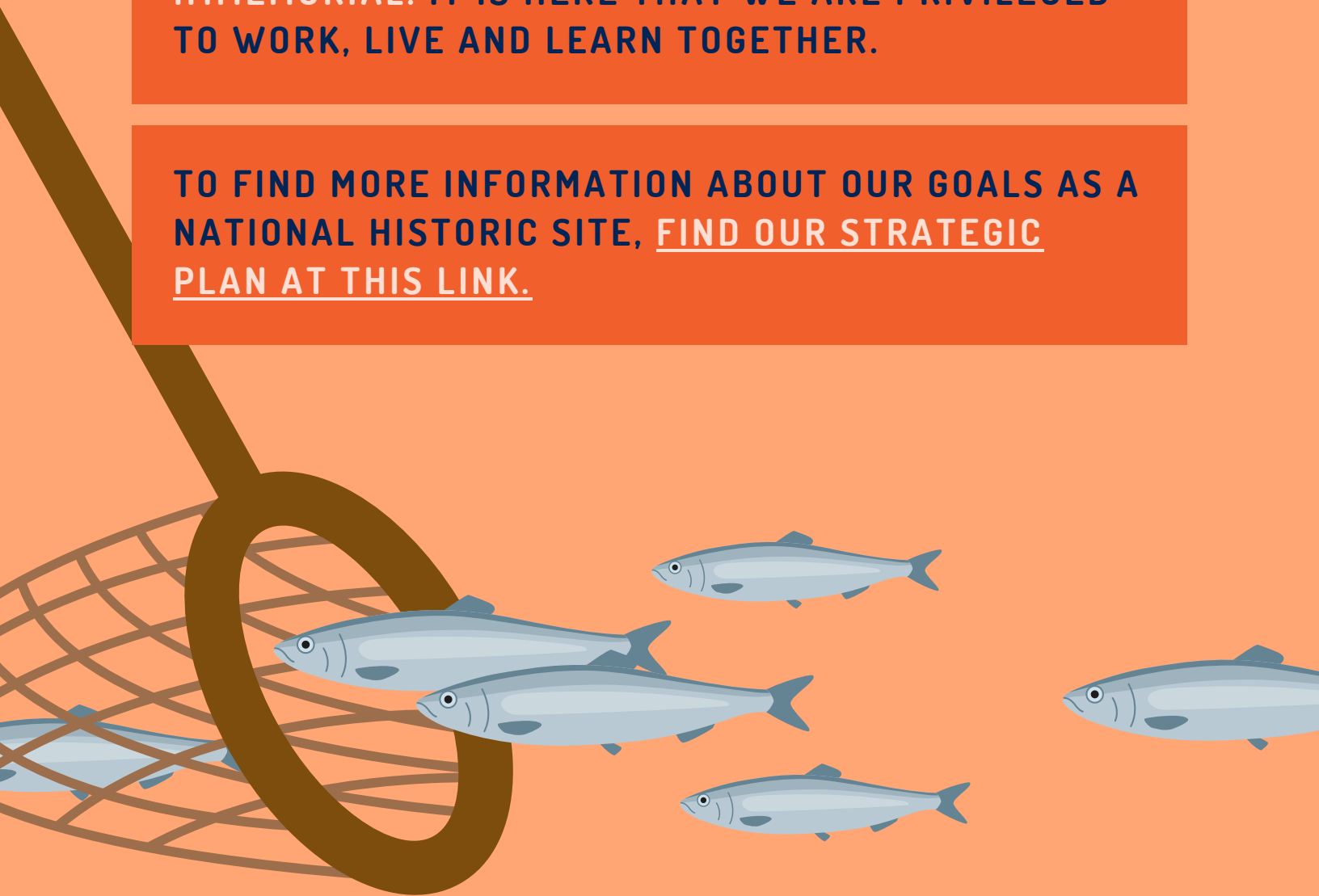
VOLUNTEER HANDBOOK



LAND ACKNOWLEDGEMENT

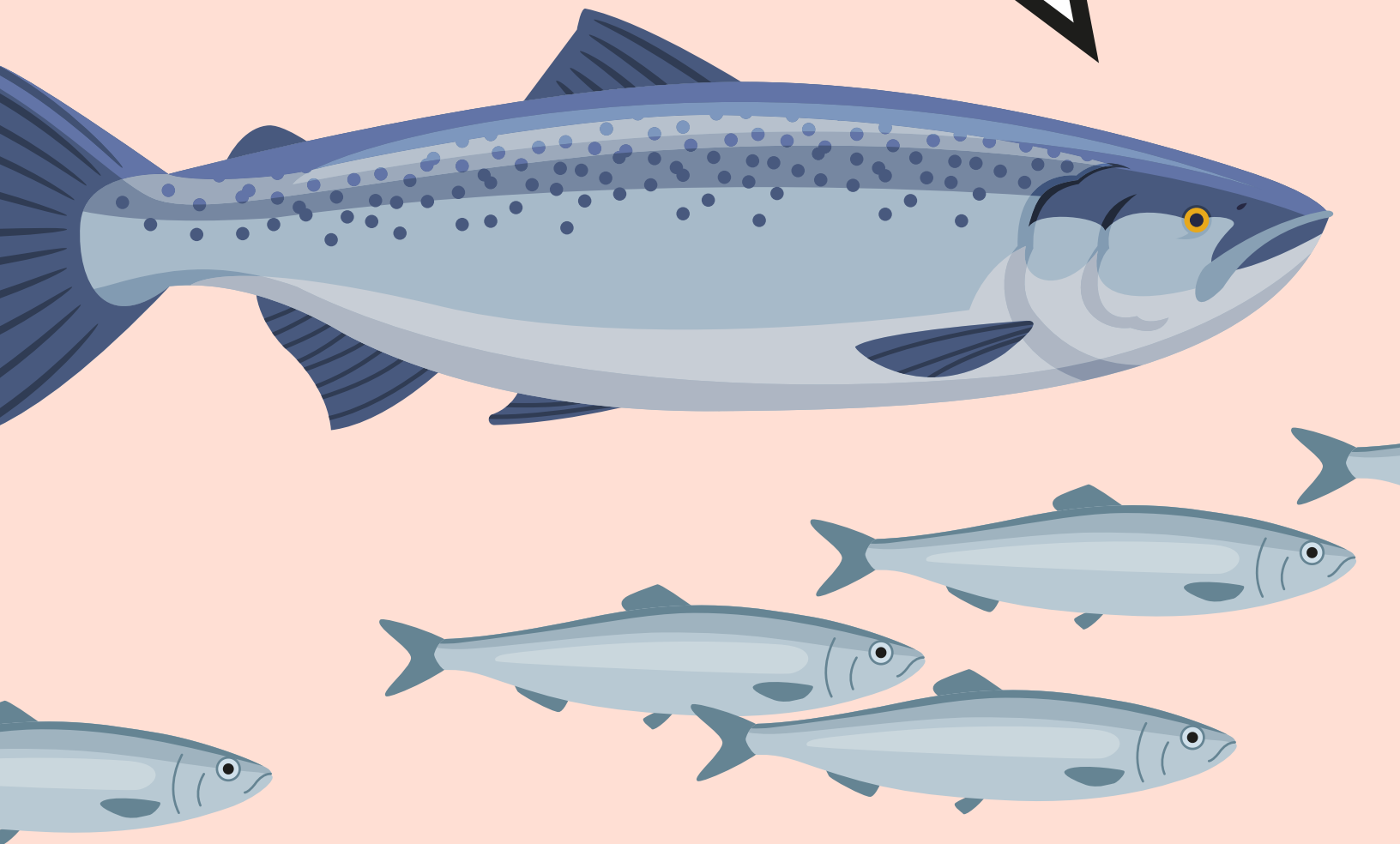
THE GULF OF GEORGIA CANNERY NATIONAL HISTORIC SITE STANDS AT THE MOUTH OF THE FRASER RIVER; IT IS THE ANCESTRAL, UNCEDED TERRITORIES OF THE MUSQUEAM AND HƏ́ŦƏMIŦƏ́M SPEAKING PEOPLES WHO HAVE LIVED HERE SINCE TIME IMMEMORIAL. IT IS HERE THAT WE ARE PRIVILEGED TO WORK, LIVE AND LEARN TOGETHER.

TO FIND MORE INFORMATION ABOUT OUR GOALS AS A NATIONAL HISTORIC SITE, [FIND OUR STRATEGIC PLAN AT THIS LINK.](#)

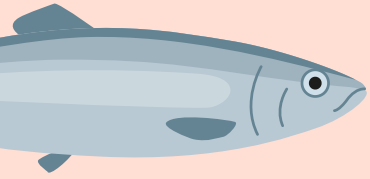


WELCOME, AND THANK YOU!

THANK YOU FOR VOLUNTEERING FOR THE GULF OF GEORGIA CANNERY SOCIETY (GOGCS)! WITH THE HELP OF OUR AMAZING VOLUNTEERS, WE BRING CULTURAL EVENTS, HISTORIC TOURS, AND ENGAGING EXPERIENCES TO THE COMMUNITY. WE ARE HONOURED THAT YOU HAVE CHOSEN TO VOLUNTEER FOR THE CANNERY AND LOOK FORWARD TO WORKING WITH YOU.

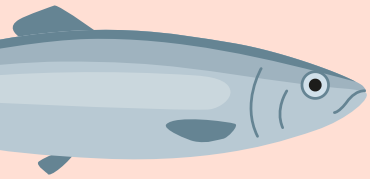


OUR MISSION AND VISION



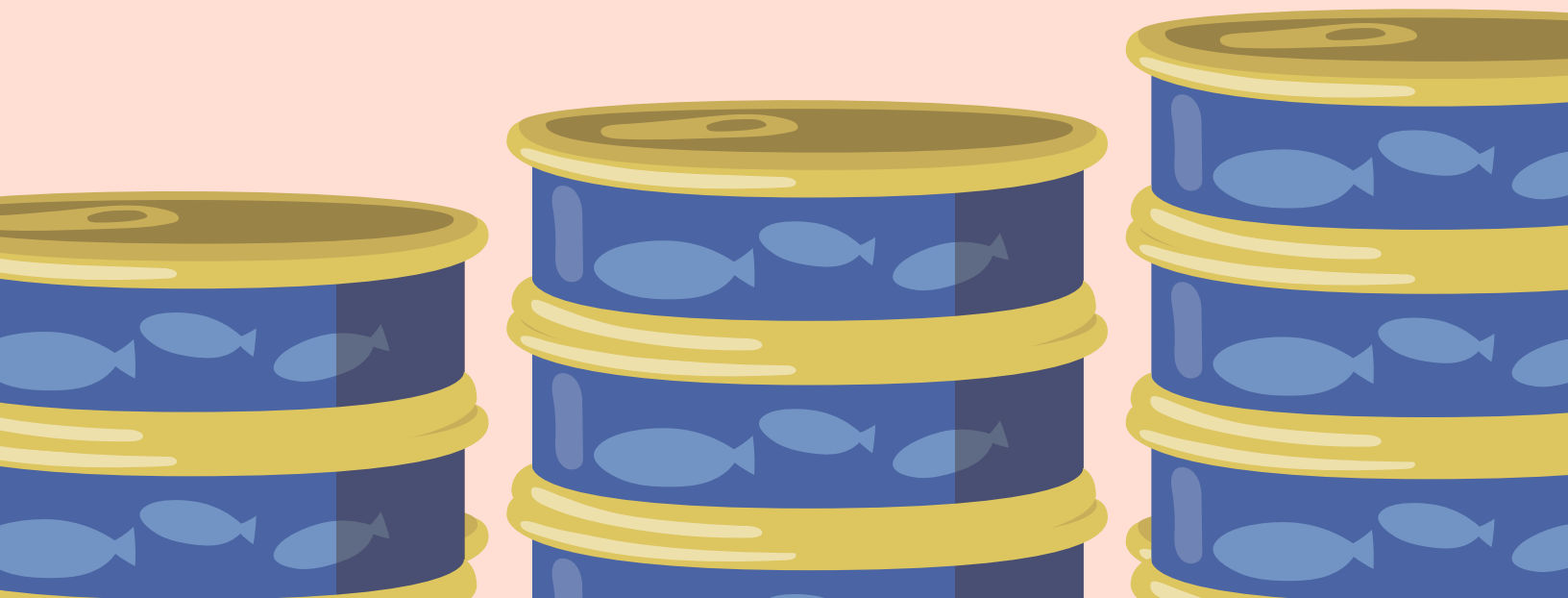
MISSION

THE GULF OF GEORGIA CANNERY SOCIETY HONOURS THE IMPORTANCE OF CANADA'S WEST COAST FISHING HISTORY BY SHARING STORIES OF THE FISHING INDUSTRY AND FISHING COMMUNITIES THROUGH EXHIBITIONS, COLLECTIONS, PROGRAMS, AND EVENTS.



VISION

GENERATIONS ARE INSPIRED TO BE BETTER GLOBAL CITIZENS BY EXPERIENCING THE STORIES OF FISHING COMMUNITIES ON CANADA'S WEST COAST.

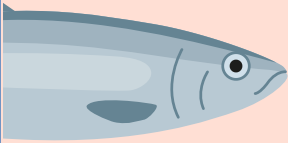


GENERAL INFORMATION

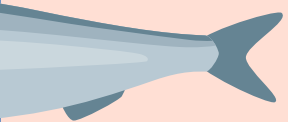
VOLUNTEER NEWSLETTER

THIS IS THE BEST WAY TO SIGN UP FOR VOLUNTEER SHIFTS! THE NEWSLETTER INCLUDES INFORMATION ABOUT UPCOMING MUSEUM EVENTS AS WELL AS TRAINING AND VOLUNTEER OPPORTUNITIES. [SIGN UP FOR THE NEWSLETTER AT THIS LINK.](#)

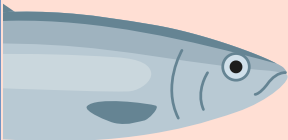
IMPORTANT CONTACTS



YUKIKO TAKAHASHI-LAI
EVENTS & VOLUNTEER COORDINATOR
EVENTS@GOGCANNERY.ORG
604-664-9203



CANNERY FRONT DESK
INFO@GOGCANNERY.ORG
604-664-9009

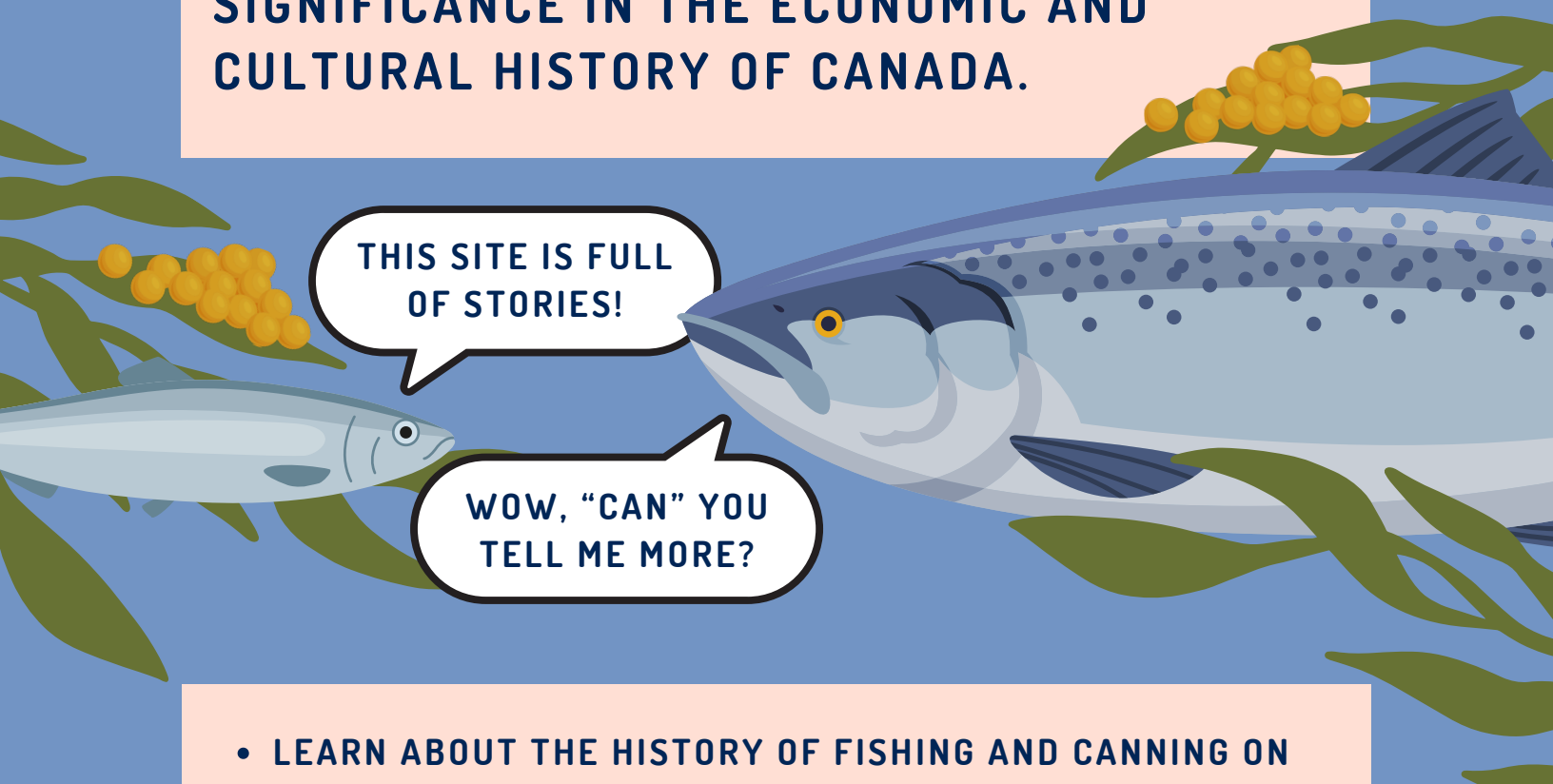


ROB HART
SENIOR OPERATIONS MANAGER
ROB.HART@GOGCANNERY.ORG
604-664-9134



VOLUNTEER BENEFITS

THE GULF OF GEORGIA CANNERY IS A NATIONAL HISTORIC SITE. BEING AN NHS MEANS THAT THE CANNERY HOLDS GREAT SIGNIFICANCE IN THE ECONOMIC AND CULTURAL HISTORY OF CANADA.



THIS SITE IS FULL OF STORIES!

WOW, "CAN" YOU TELL ME MORE?

- LEARN ABOUT THE HISTORY OF FISHING AND CANNING ON THE COAST OF BRITISH COLUMBIA
- MEET PEOPLE FROM RICHMOND AND AROUND THE WORLD
- GIVE BACK TO YOUR COMMUNITY AND FORM LASTING RELATIONSHIPS WITH OTHER VOLUNTEERS
- RECEIVE A 15% DISCOUNT AT THE CANNERY STORE

VOLUNTEERS WHO HELP 15+ HOURS PER YEAR GET MORE EXCLUSIVE BENEFITS!

CANNERY TIPS FOR VOLUNTEERS

- **IT'S COLD! STAY WARM!**

THE CANNERY IS ALWAYS COLDER INSIDE THAN OUTSIDE! WE'RE OVER THE RIVER WITH NO BUILDING INSULATION. DURING THE WINTER, COME DRESSED IN MANY WARM LAYERS WITH GLOVES AND A HAT.

- **PARKING IS FREE FOR VOLUNTEERS!**

OUR PARKING LOT FEES HELP MAINTAIN OUR SITE, BUT SO DO YOU! WHILE VOLUNTEERING AT THE CANNERY YOU ARE NOT REQUIRED TO PAY FOR PARKING – PLEASE GET A FREE PARKING PASS FROM THE FRONT DESK OR THE ADMINISTRATIVE OFFICE.

- **THERE'S CREOSOTE... WHAT'S THAT?**

CREOSOTE IS THE COMMON NAME GIVEN TO THE OIL DERIVED FROM COAL TAR. AT THE CANNERY, CREOSOTE-TREATED TIMBERS WERE MOST RECENTLY INSTALLED IN 2001. THE SMELL CAN BE UNPLEASANT BUT IS NOT A HEALTH CONCERN, AS STATED BY WORKSAFE BC.

- **YOU CAN ALWAYS SAY NO!**

IF YOU FEEL THAT YOUR VOLUNTEER RESPONSIBILITIES ARE UNSAFE, OR ARE SIMPLY NOT AS DESCRIBED, YOU CAN ALWAYS SAY NO! YOUR SAFETY IS IMPORTANT!

DID YOU KNOW?
OUR SITE HAS 50,000 FT² OF
EXHIBIT SPACE! THAT'S THREE
NHL SIZED HOCKEY RINKS!

THAT'S A LOT OF
FISH ON ICE...



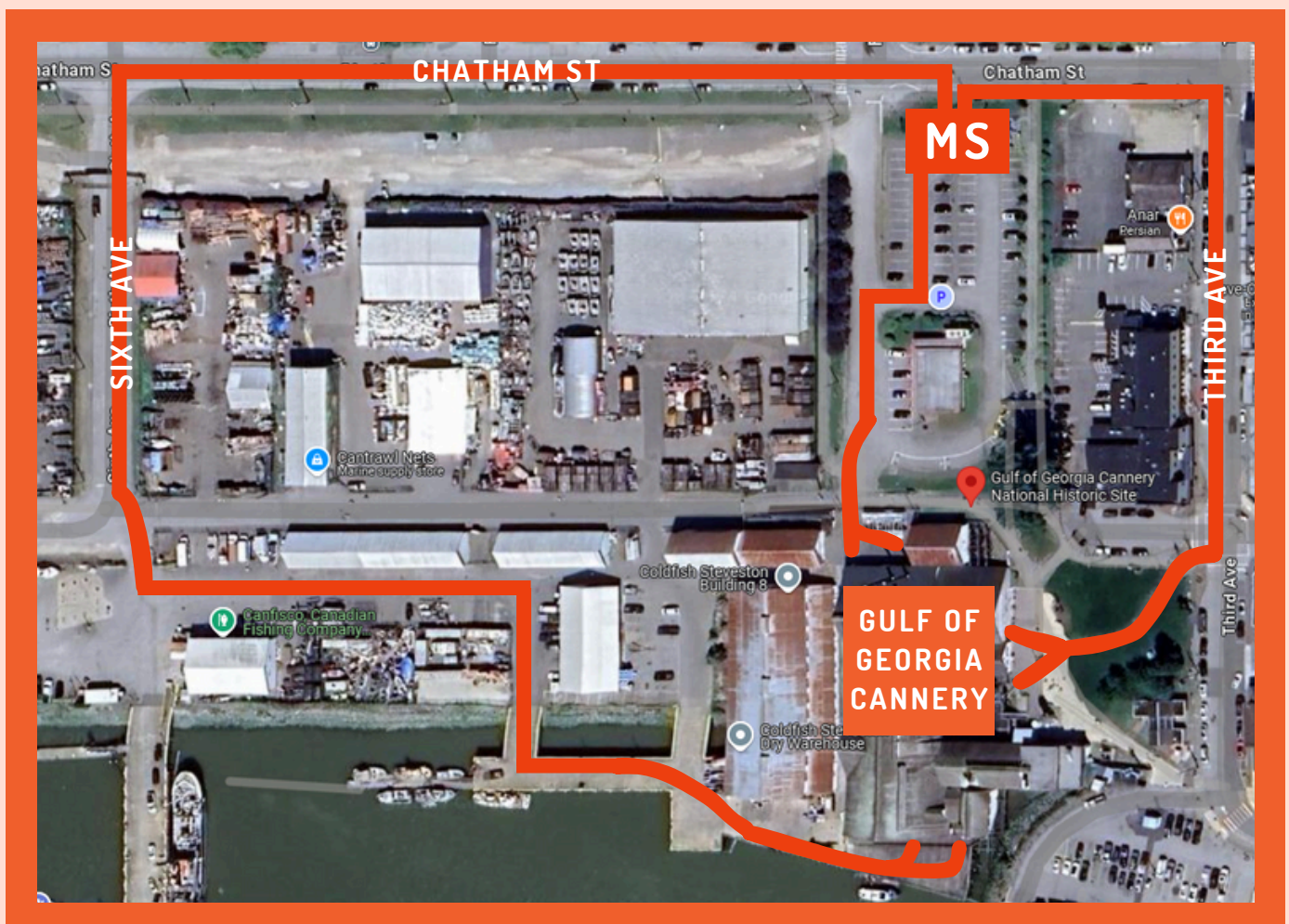
SAFETY PROCEDURES

IMPORTANT: WHAT IS A “MUSTER STATION”?

A MUSTER STATION IS A PRE-DESIGNATED MEETING SPOT FOR EVACUATIONS.

THE MUSTER STATION FOR THE CANNERY IS:

- NORTH END OF THE PARKING LOT (AWAY FROM THE RIVER). THE NEAREST STREET CORNER IS CHATHAM ST. AND FOURTH AVE. DO NOT LEAVE THE MUSTER STATION UNTIL YOU HAVE BEEN ACCOUNTED FOR.



EVACUATION PROCEDURE

IN THE EVENT OF ANY EMERGENCY REQUIRING AN EVACUATION, YOUR PRIORITY IS TO GET YOURSELF TO SAFETY. IT IS NOT YOUR RESPONSIBILITY TO MAKE SURE ALL VISITORS EXIT THE BUILDING. HOWEVER, PLEASE ASK THOSE AROUND YOU TO FOLLOW YOU TO THE MUSTER STATION. YOU CAN SAY "FOLLOW ME! I KNOW WHERE TO GO!" VOLUNTEERS, STAFF AND ANY VISITORS WILL GATHER AT THE MUSTER STATION. DO NOT LEAVE THE MUSTER STATION UNTIL YOU HAVE BEEN ACCOUNTED FOR.

EARTHQUAKE

IF YOU FEEL AN EARTHQUAKE, TAKE COVER, KEEPING YOUR FACE AWAY FROM GLASS. CALL TO VISITORS NEAR YOU TO DO THE SAME. REMAIN IN A COVERED AREA, PROTECTING YOUR HEAD UNTIL THE SHAKING HAS STOPPED. COUNT TO SIXTY (TO ALLOW OBJECTS TO SETTLE) BEFORE PROCEEDING OUT OF YOUR COVERED SPACE. ANTICIPATE SOME AFTERSHOCK, ESPECIALLY IF SHAKING LASTED MORE THAN TWO MINUTES. MOVE CAUTIOUSLY, BE AWARE OF ELECTRICAL OR FIRE HAZARDS, AND TRY NOT TO MOVE ANY DEBRIS (WHICH COULD CAUSE OTHER OBJECTS TO FALL). PROCEED OUT OF THE BUILDING, IF SAFE. IF YOU DO NOT HEAR FROM YOUR SUPERVISOR ON THE RADIO, ATTEMPT TO ESTABLISH CONTACT WITH OTHERS THROUGH RADIO OR CELL PHONE. IF/WHEN SAFE, PROCEED TO THE STEVESTON COMMUNITY CENTRE (FOUR BLOCKS EAST ON MONCTON ST), WHICH IS THE REGION'S DESIGNATED EMERGENCY RECEPTION CENTRE.



ALWAYS PRIORITISE
YOUR SAFETY!

POWER OUTAGE

IF THE CANNERY LOSES POWER, PLEASE SEEK GUIDANCE FROM STAFF ON WHAT TO DO NEXT. EMERGENCY LIGHTS THROUGHOUT THE BUILDING SHOULD TURN ON TO ASSIST IN EVACUATING THE BUILDING IF NECESSARY. HOWEVER, IF IT IS TOO DARK OR OTHERWISE UNSAFE IN THE LOCATION YOU'RE WORKING, LEAVE OUT OF THE NEAREST EMERGENCY EXIT. BE SURE TO MESSAGE YOUR CANNERY CREW CONTACT TO LET THEM KNOW WHERE YOU ARE.

LEAD

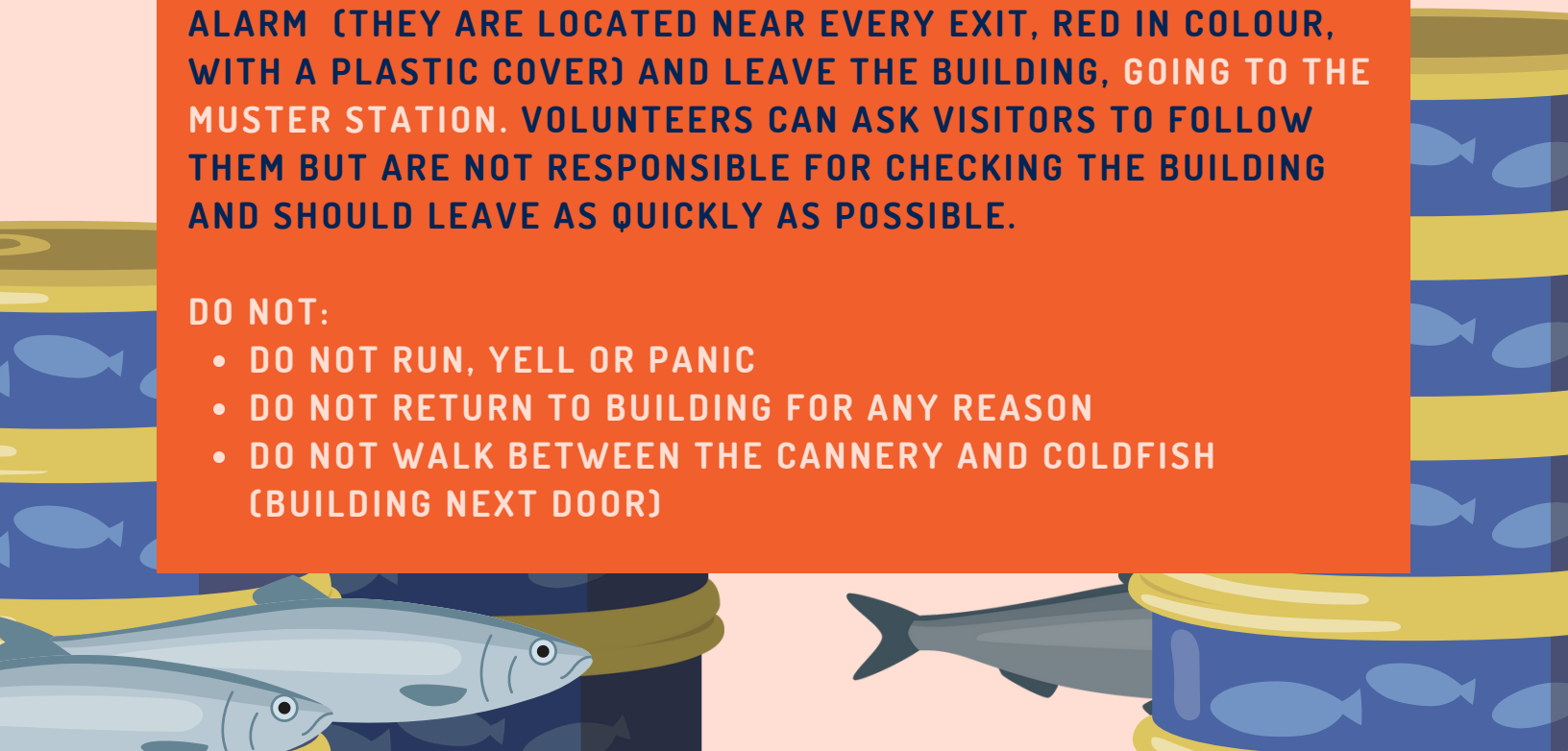
TESTING IN 2009 FOUND TRACES OF LEAD IN THE PAINT OF SOME AREAS OF THE CANNERY. THE BEST PRACTICE IS TO AVOID TOUCHING WHITE PAINTED WALLS AND ALWAYS WASH YOUR HANDS UPON LEAVING THE SITE, BEFORE EATING, DRINKING, OR TOUCHING YOUR EYES, NOSE, OR MOUTH IN ANY WAY.

FIRE

IF YOU ARE THE FIRST TO SPOT A FIRE, ACTIVATE THE NEAREST ALARM (THEY ARE LOCATED NEAR EVERY EXIT, RED IN COLOUR, WITH A PLASTIC COVER) AND LEAVE THE BUILDING, GOING TO THE MUSTER STATION. VOLUNTEERS CAN ASK VISITORS TO FOLLOW THEM BUT ARE NOT RESPONSIBLE FOR CHECKING THE BUILDING AND SHOULD LEAVE AS QUICKLY AS POSSIBLE.

DO NOT:

- DO NOT RUN, YELL OR PANIC
- DO NOT RETURN TO BUILDING FOR ANY REASON
- DO NOT WALK BETWEEN THE CANNERY AND COLDFISH (BUILDING NEXT DOOR)



FIRST AID

THERE WILL ALWAYS BE ONE STAFF PERSON ON SITE TRAINED IN BASIC FIRST AID. THEY WILL BE ABLE TO ASSIST THE PATIENT. IF YOU ARE NOT CURRENTLY CERTIFIED IN FIRST AID YOU ARE NOT ALLOWED TO TOUCH/PHYSICALLY ASSIST THE PATIENT, BUT YOU CAN HELP IN OTHER WAYS.

IF YOU WITNESS A FIRST AID INCIDENT:

- REMAIN CALM
- COMMUNICATE THAT THERE IS AN INCIDENT TO STAFF/THE FRONT DESK (VIA RADIO, IF YOU HAVE ONE) OR CALL 911, IF THE SITUATION IS SERIOUS
- MAKE SURE STAFF ARE AWARE OF THE INCIDENT AS SOON AS POSSIBLE
- PROVIDE CROWD CONTROL (CLEAR A SPACE AROUND THE PATIENT)
- THE FIRST AID TRAINED PERSON WILL ARRIVE ON SCENE AND WILL TAKE CONTROL OF SITUATION
- FOLLOW INSTRUCTIONS FROM THE FIRST AIDER

AFTER A SERIOUS INCIDENT:

- HELP DOCUMENT SITUATION WITH FIRST AIDER
- IF A STAFF MEMBER OR VOLUNTEER IS INJURED, HELP STAFF FILL OUT THE APPLICABLE FORM
- IF THEY ARE NOT YET AWARE, INFORM VISITOR SERVICES COORDINATOR OR HEAD INTERPRETER OF THE INCIDENT



LOST CHILD

IF A CHILD IS MISSING, ALERT STAFF IMMEDIATELY SO THAT ALL EXITS TO THE SITE CAN BE MONITORED. A STAFF MEMBER WILL BE PRESENT AT THE FRONT DESK AT ALL TIMES WHILE ALL OTHER STAFF AND VOLUNTEERS DISPERSE TO LOOK FOR THE CHILD. THE STAFF MEMBER AT THE FRONT DESK WILL CALL THE POLICE. DURING THE SEARCH PERIOD, VISITORS MAY LEAVE THROUGH THE FRONT WITH FRONT DESK STAFF APPROVAL TO MAKE SURE THE MISSING CHILD IS NOT WITH THEM.

- WHOEVER FINDS THE CHILD WILL NOTIFY THE OTHERS BY RADIO. THE CHILD WILL BE ESCORTED TO THE FRONT DESK TO BE REUNITED WITH THEIR GUARDIAN(S). IF THE POLICE ARE ON SITE, NOTIFY THEM THAT THE CHILD HAS BEEN FOUND.
- IF THE CHILD HAS NOT BEEN FOUND, THE POLICE WILL TAKE OVER THE CASE.



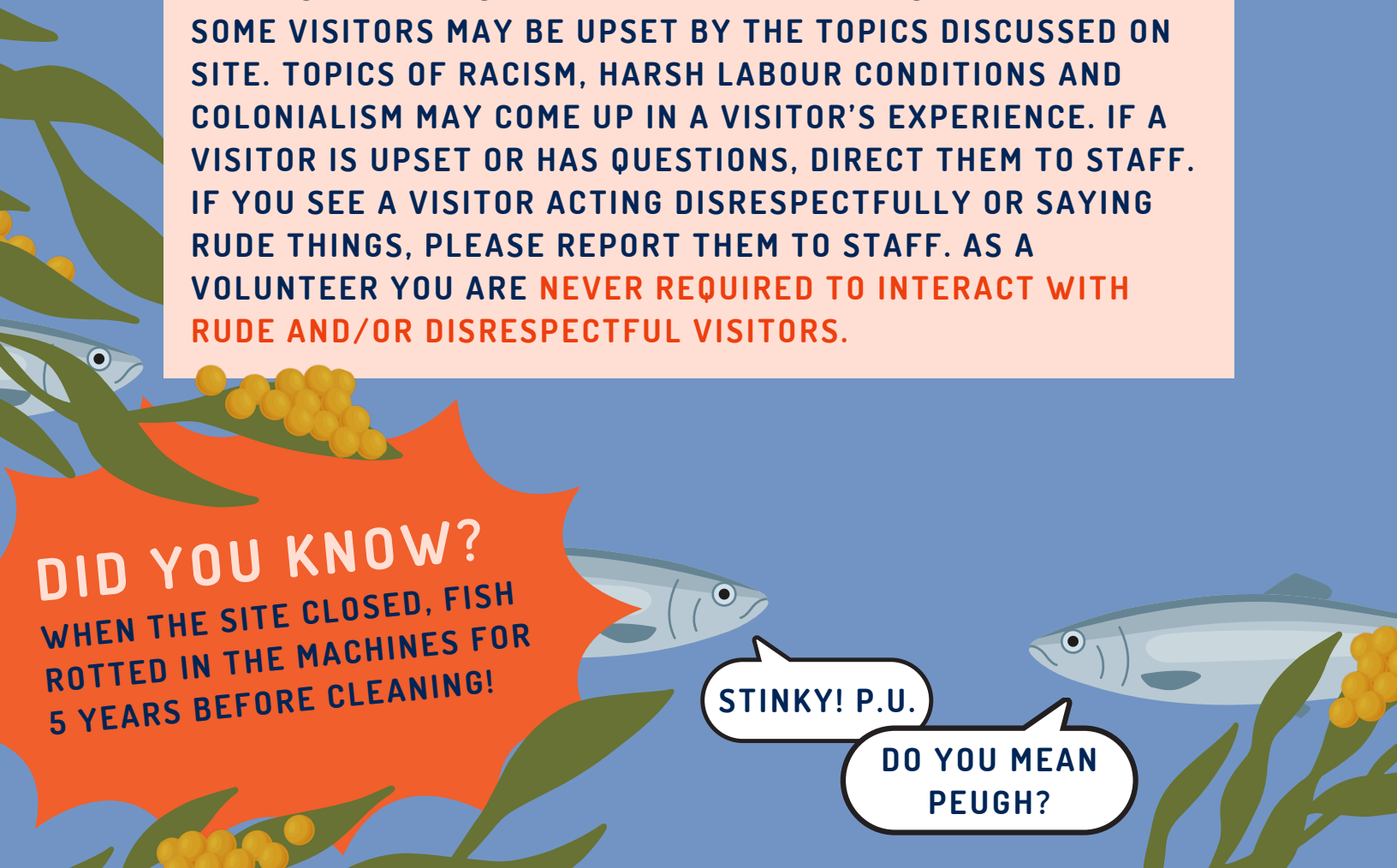
SHIFT INFORMATION

FOOD AND DRINKS

FOOD AND DRINKS ARE GENERALLY NOT ALLOWED INSIDE THE **MUSEUM SPACE**. NOT ONLY COULD IT POTENTIALLY DAMAGE THE ARTIFACTS (REMEMBER THE BUILDING IS AN ARTIFACT TOO!) IT MAY ATTRACT UNWANTED ANIMAL “VISITORS”. VOLUNTEERS ARE WELCOME TO USE THE STAFF ROOM NEXT TO THE GIFT SHOP, WHICH HAS A MICROWAVE, FRIDGE, AND KETTLE. THERE IS ALSO A KITCHEN IN THE ADMINISTRATION BUILDING THAT VOLUNTEERS ARE WELCOME TO USE!

SENSITIVITY

THE HISTORY PRESENTED AT THE CANNERY IS COMPLEX AND SOME VISITORS MAY BE UPSET BY THE TOPICS DISCUSSED ON SITE. TOPICS OF RACISM, HARSH LABOUR CONDITIONS AND COLONIALISM MAY COME UP IN A VISITOR'S EXPERIENCE. IF A VISITOR IS UPSET OR HAS QUESTIONS, DIRECT THEM TO STAFF. IF YOU SEE A VISITOR ACTING DISRESPECTFULLY OR SAYING RUDE THINGS, PLEASE REPORT THEM TO STAFF. AS A VOLUNTEER YOU ARE **NEVER REQUIRED TO INTERACT WITH RUDE AND/OR DISRESPECTFUL VISITORS**.



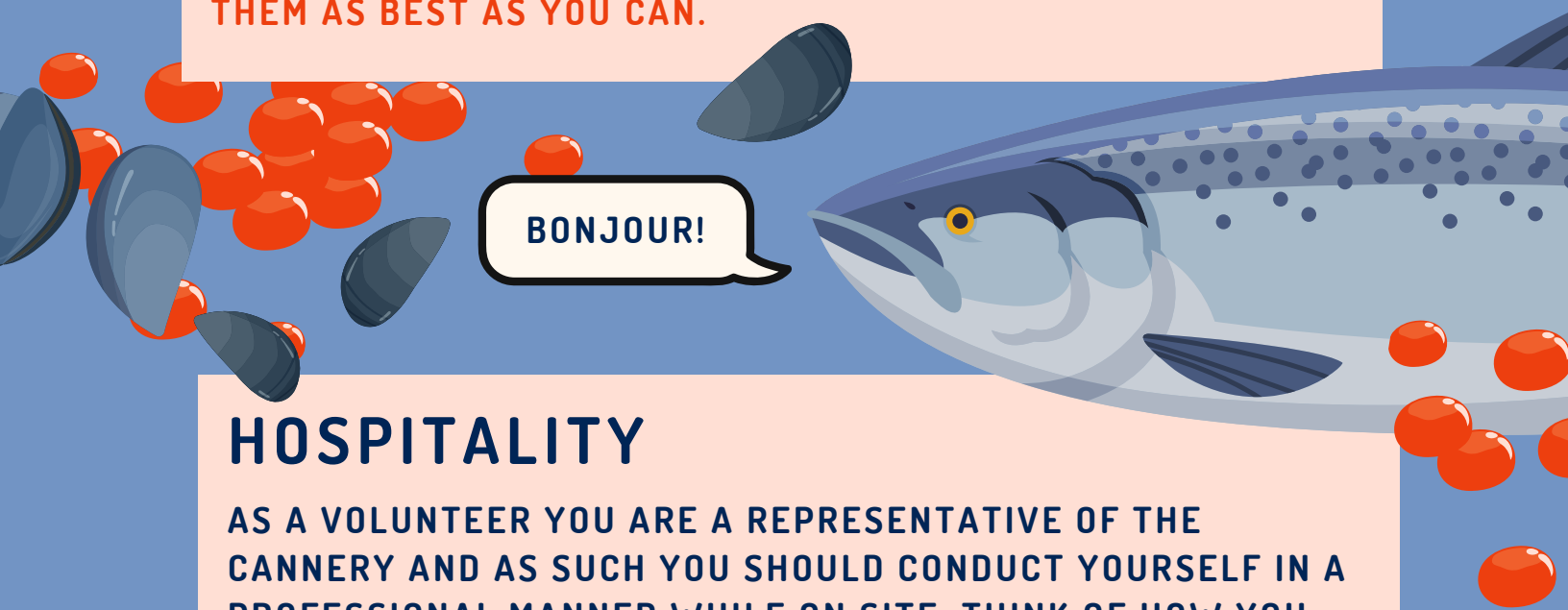
DID YOU KNOW?
WHEN THE SITE CLOSED, FISH
ROTTED IN THE MACHINES FOR
5 YEARS BEFORE CLEANING!

STINKY! P.U.

DO YOU MEAN
PEUGH?

FRENCH (AND OTHER LANGUAGES)

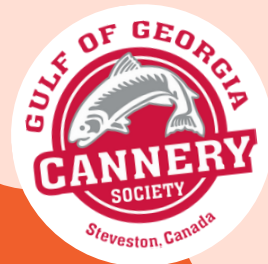
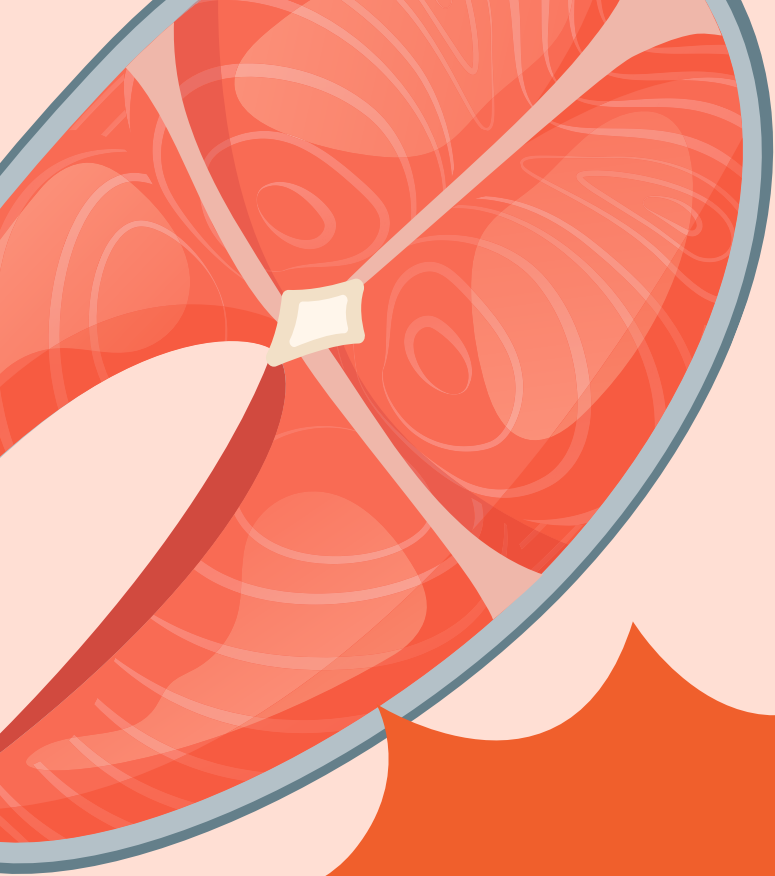
AS THE CANNERY IS A PARKS CANADA NATIONAL HISTORIC SITE, A FEDERAL AGENCY, WE OFFER SERVICES IN BOTH OFFICIAL LANGUAGES (ENGLISH AND FRENCH). IF YOU DO NOT SPEAK FRENCH, BUT YOU CAN TELL IT IS A VISITOR'S PREFERRED LANGUAGE, HELP THEM FIND A FRENCH-SPEAKING STAFF PERSON OR VOLUNTEER (THE FRONT DESK IS ALWAYS A GREAT PLACE TO START LOOKING). **FEEL FREE TO USE YOUR OWN LANGUAGE SKILLS! IF YOU CAN SPEAK A LANGUAGE OTHER THAN ENGLISH AND FRENCH, AND YOU CAN TELL A VISITOR IS MORE COMFORTABLE IN THAT LANGUAGE, HELP THEM AS BEST AS YOU CAN.**

A stylized illustration of a fish, likely a salmon, swimming towards the left. It has a blue body with white spots and a yellow eye. Surrounding the fish are several dark blue mussels and clusters of bright orange salmon eggs. A speech bubble containing the word 'BONJOUR!' is positioned near the fish's head.

BONJOUR!

HOSPITALITY

AS A VOLUNTEER YOU ARE A REPRESENTATIVE OF THE CANNERY AND AS SUCH YOU SHOULD CONDUCT YOURSELF IN A PROFESSIONAL MANNER WHILE ON SITE. THINK OF HOW YOU WOULD LIKE TO BE TREATED AS A GUEST AND TREAT OUR VISITORS IN A SIMILAR MANNER. IN ADDITION, WE WANT VOLUNTEERS TO FEEL WELCOME, SO **IF AT ANY TIME YOU FEEL THAT YOU WERE NOT TREATED RESPECTFULLY PLEASE DO NOT HESITATE TO CONTACT YOUR SUPERVISOR OR THE VOLUNTEER COORDINATOR.** WE WANT EVERYONE TO HAVE A MEANINGFUL EXPERIENCE AT THE CANNERY AND IF THE STAFF AND VOLUNTEERS ARE HAPPY THAT WILL TRANSLATE TO THE VISITORS.



DID YOU KNOW?
YOU FINISHED READING OUR
VOLUNTEER HANDBOOK! THANK
YOU FOR TAKING THE TIME.

15% OFF
GIFT SHOP PURCHASES FOR
REGULAR VOLUNTEERS

