

NEW VOLUNTEER SHADOWING 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 oversee the new volunteer's on the job experience at Delta Gaming Centre. The trainee should remain with the experienced volunteer for the entire shift so s/he can understand 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 experienced volunteer can assist the trainee with their administrative tasks, as well as the cleanup. Having the trainee shadow the experienced volunteer will ensure that the trainee practices each task confidently and independently.

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

Please complete entire checklist, sign and PLACE IN THE SIGN IN BINDER UNDER COMPLETED SHADOWING CHECKLIST TAB.

Task	Description	✓
Sign-In Volunteer Binder	Knows where Sign in Binder is located and where to sign in on the correct dated page and for the correct time of scheduled assignment .	
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 & vests are stored (closet by snack bar and blue cabinet by Tap 'n Play area) and how to display the posters on easels at each door.	
Appropriate Attire	Is following dress code. New Volunteers have 45 days from today to comply with logoed clothing.	
Prior to Start of Shift	Completes caller information form & gives it to staff at POS. Tell Red 7 staff that you are available to help deliver food to customers.	

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, staff room, Tap N' Play area.	
When Bingo is Called	Stand by the winning customer until a staff member has arrived to confirm the bingo & pay the winner. Only for paper bingos. This is especially important when there are multiple bingos.	
Recycling	Knows what and where to recycle. 2 garbage/recycling stations in each room	
Returning Refundable Bottles/Cans 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/Recycling/End of Shift	Recycles and disposes as required; Non latex gloves are available at snack bar. Chairs pushed in and Geckos logged off at end of shift	
Store Charity Posters	Returns both posters to storage locations at end of shift.	
Sign-Out Volunteer Binder	Signs out in the volunteer shift when your shift is over. Make sure binder remains in the filing cabinet drawer in charity area.	

Please complete entire checklist, sign and

PLACE IN THE SIGN IN BINDER UNDER COMPLETED SHADOWING CHECKLIST TAB.

Signature of Trainee

Signature of Experienced Volunteer

Revised April 2024