

Friends of Fish Creek



Provincial Park Society

Volunteer Handbook

Revised June 2026



Photo Courtesy of Bob Bakker



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Welcome!

Welcome to our team! Thank you for your interest in volunteering with the Friends of Fish Creek community. We look forward to providing you with a meaningful and rewarding volunteer experience. Your contribution is essential to the work of the Friends of Fish Creek Provincial Park Society. Volunteers are the heart of all our operations! We count on you to provide innovative new ideas and feedback on our existing programs and look forward to working with you.

This Volunteer Handbook is intended to help familiarize you with our organization and how you will fit into it. The Handbook is reviewed annually, and all revised or new content is highlighted. At the end of the handbook, you will find important *Safe Work Practice* documents (SWPs) that outline best practices to stay safe while volunteering. If you are a returning volunteer, please reread all sections that have been highlighted as well as SWPs to inform yourself on new practices and procedures implemented for the year.

Friends' Contact Information

If you have any questions or comments, please contact Friends of Fish Creek staff.

Executive Director – Katrina Terrill

katrina@friendsoffishcreek.org

Ecology Manager - Emma Stroud

emma@friendsoffishcreek.org

Restoration Team Lead – Ross Anderson

ross@friendsoffishcreek.org

Visitor Experiences Coordinator – Kumiko Kamiike

kumiko@friendsoffishcreek.org

Communications Coordinator – Claire Prokopenko

claire@friendsoffishcreek.org

Education/Outreach Coordinator – Sarah Wutzke

sarah@friendsoffishcreek.org

Friends of Fish Creek Provincial Park Society
PO Box 2780 Station M
15975 Bow Bottom Trail SE, Calgary, AB T2P 2M7
403-238-3841
www.friendsoffishcreek.org



Directions to the Friends' Office

The Friends' office is located in the historic Cookhouse in the Bow Valley Ranch area of the park. To find us, drive south on Bow Bottom Trail SE, turn right into Bow Valley Ranch. We're in the yellow building in front of the Bow Valley Ranch Visitor Centre.

Fish Creek Provincial Park East-end Map





Membership

Volunteers contribute positively to Fish Creek Provincial Park by donating their time to programs and services offered by the Friends. Although we do not require that volunteers become Friends of Fish Creek Members, we encourage it. Becoming a member helps to ensure that you will be aware of Friends' happenings and that you will be able to see the full effect of all your hard work.

Friends of Fish Creek members receive free admission to our monthly Fish Creek Speaker Series presentations, discounts on courses, a 10% discount at the Wild Bird Store and Kensington Art Supply, and a subscription to the Friends' newsletter, Voice of the Friends, and the right to vote at our Annual General Meeting.

We deliver carefully targeted community events to protect the ecological integrity of this park. Programs such as [Environmental Stewardship](#) and [Park Watch](#) receive minimal external funding but are made possible by our skilled staff and dedicated volunteers.

Become a Member

\$35.00 – Individual

\$45.00 – Family

\$25.00 – Senior (over 60)

\$30.00 – Senior Family

[Sign Up Today!](#)

Be a Park Protector

\$10.00 – Bronze

\$30.00 – Silver

\$50.00 – Gold

[Sign Up Today!](#)



About Fish Creek Provincial Park

Established in 1972 and opened in 1975, Fish Creek Provincial Park spans 1,348 hectares (3,330 acres) of grasslands, riparian woodlands, wetlands, and spruce forests with 16km of paved trails, 30km of shale trails, and over 100 km of dirt trails. Enjoyed by over 3 million visitors each year, the park is home to over 150 species of birds, 15 species of mammals, a variety of aquatic life, several species of amphibians and reptiles, and an abundance of trees, shrubs, and flowering plants. The many known archeological sites in the park attest to traditional use of the Fish Creek Valley by Indigenous Peoples for over 8,000 years and provide insight into the lives of the settlers who came to this region in the late 1800s.



Park History

Prehistoric sites (commonly termed archaeological sites) derive from the cultural traditions and activities of various native peoples who inhabited Alberta for the last 12,000 years. Nomadic, bison hunting peoples had a seasonally structured round of activities, reflected in the nature and location of prehistoric sites across Calgary. Prehistoric site types may be classified into several functional types- campsites, tipi ring sites, kill sites and rock cairns, for example. These may be further broken down based on size, location, and contents into finer categories, including valley terrace campsites, prairie edge, campsites, tipi ring campsites and bison kills. At least forty-six prehistoric sites have been found in the Fish Creek Provincial Park area.

3000 BCE – 1800s –

Valley Terrace Campsites – At least thirty-three of these sites exist in Fish Creek Valley. Valley terrace campsites are characterised by the remains of domestic activities- lost or discarded bone and stone tools, cracked rock from cooking fires and butchered bone – are situated in alluvial terraces in the Fish Creek and Bow River valleys. These camps are related to spring use patterns of the Fish Creek Valley, when shelter and access to water and fuel and the availability of wintering bison herds were the important criteria in site selection.

Prairie Edge Campsites – At least ten of these sites exist in Fish Creek, characterised by scattered artifacts, fire cracked rock and butchered ungulate bones found on the edge of the prairie, along the rim of Fish Creek Valley. These sites differ considerably from terrace campsites and relate to a different use pattern of the area. They contain limited cultural materials and likely represent “one time” small encampments, possibly utilized from spring to fall. Tipi rings are associated, as these are often found along prairie edges on the Bow south of Fish Creek.

Tipi Ring Campsites – Tipi ring sites consist of one or more circles of stone that were used to hold down a skin tipi. Only one site, containing four rings located in undisturbed grasslands along the Bow River, and on the prairie edge above.



0 BCE – 1700s –

Bison Kills – Four bison kill sites were located along the southern valley of Fish Creek. They consist of one or more bone beds of disarticulated, butchered bison skeletons representing death floors where bison were trapped and killed by various methods. The Fish Creek kills include at least two types, the bison jump, where bison were driven over a steep slope or cliff and maimed or killed in the fall; or the bison pound where the bison were driven over a gentle slope into a corral constructed below. The bison were probably gathered from some distance to the south and driven north in a converging manner towards the trap.

1750 (approx.) – Last known use of Fish Creek buffalo jumps and corrals.

1841 – Sir George Simpson, Governor of the Hudson Bay Company passes through area.

1873 – John Glenn arrives with Métis bride, Adelaide, and settles in the Fish Creek valley.

1875 – Fort Calgary established by R.C.M.P.

1877 – Signing of Treaty 7 between the Crown and several First Nation band governments. The Treaty 7 nations include: Tsuut'ina Nation, the Blackfoot Confederacy, Piikani Nation, Siksika Nation, Wesley First Nation, Bearspaw First Nation, Chiniki First Nation, Stoney Nakota, and the Blood Tribe.

1879 – Government purchases the Glenn farm and turns it into “Indian Supply Farm #24” under the guise of assisting the Blackfoot people (who were expelled from Fish Creek Valley and relocated to reservation) to “adjust to their new way of life”. The Alberta government sold the farm a few years later due to poor crop yields.

1880 – John Glenn makes first Albertan attempt at irrigation in west end of Park.

1883 – Railway reaches Calgary.

1885 – John Glenn and neighbor James Votier form the Settler’s Rights Association.

1889 – The Shaw Woolen Mill founded.

1891 – William Roper Hull establishes the Bow Valley Ranch, one of his 25 ranches.

1902 – Bow Valley Ranch sold to Senator Patrick Burns.

1905 – Alberta becomes a province.

1915 – Shaw Woolen Mill burns down.

1946 – Ranch house renovated, and John Burns moves in.

1950 – West end of park consolidated under one owner, Frederick Mannix.

1966 – City Planners propose a park in the Fish Creek valley.

1969 – Last Ranch house resident moves out.

1972 – Provincial government purchases land for park.

1975 – Fish Creek Provincial Park officially opens.

1977 – Interpretive programs begin.

1978 – Sikome Aquatic Facility opens.

1983 – Most construction in the park is completed.

1992 – Fish Creek Environmental Service Society established.

1993 – Friends of Fish Creek Provincial Park Society receives charitable status.

2000 – Additional Park land adjustments.

2001 – Calgaryans can ride the LRT to access Fish Creek Provincial Park.

2022 – Friends of Fish Creek Provincial Park Society celebrates its 30th Anniversary.

2023 – Alberta government commits \$750,000 over three years to the Friends as a continuation of the Enhanced Partnership Project (EPP).



Park Regulations

Despite being surrounded by the growing city of Calgary, Fish Creek Provincial Park is administered through the provincial government under the Provincial Parks Act. As a result, some regulations in this park are different than in city parks. [Click here](#) to learn about Alberta Environment and Parks' Regulations.

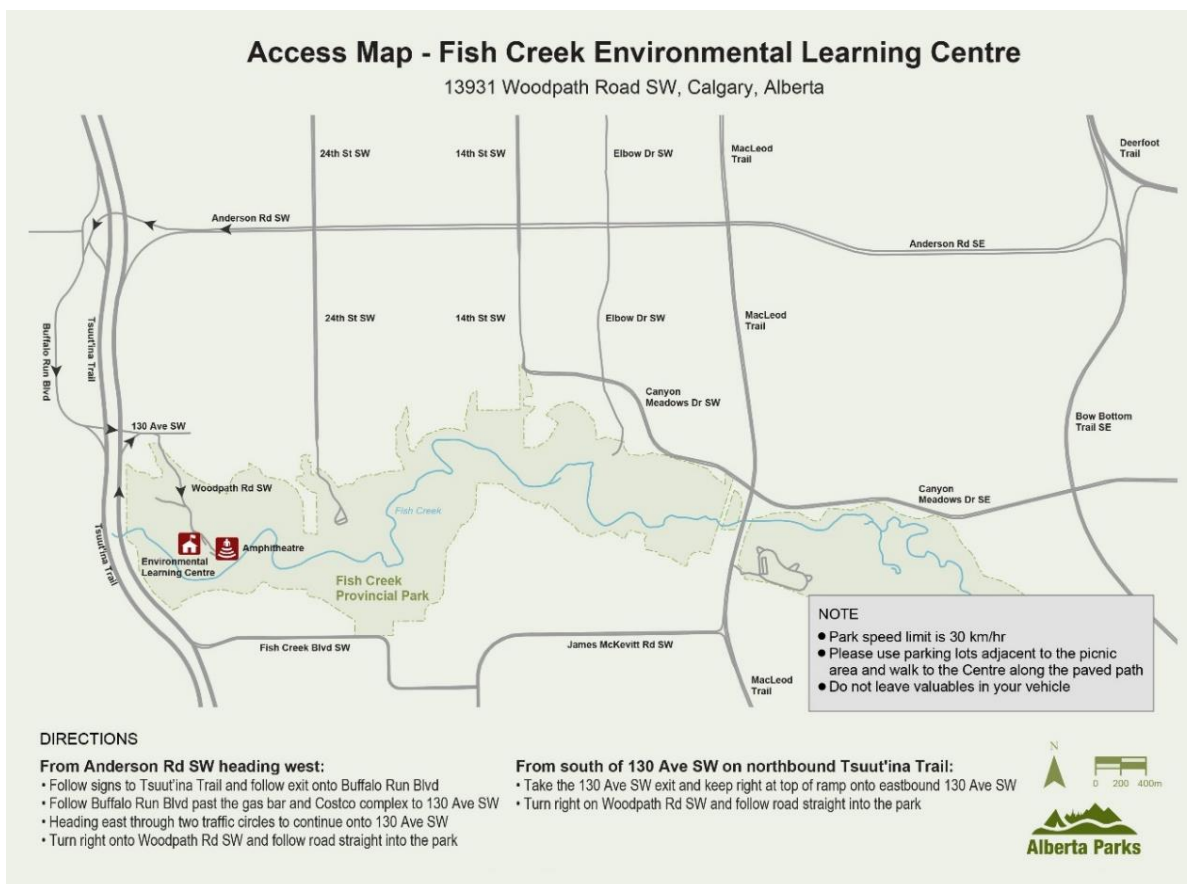
Park Facilities

Bow Valley Ranch Visitor Centre

The administrative centre for the park is located in the east end at the Bow Valley Ranch. This is also a Visitor Centre, where park users can learn about the park, check out interpretive displays, and request general assistance. Washrooms and picnic areas are located throughout the park. For more information [click here](#).

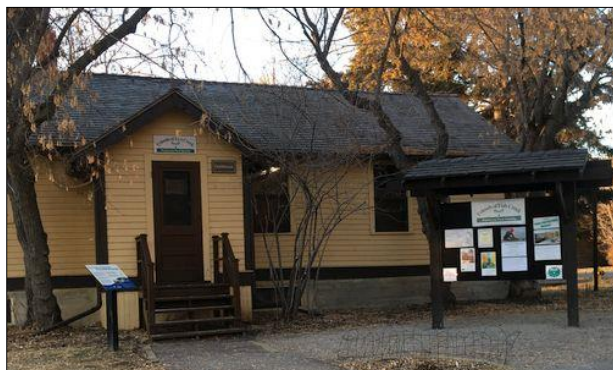
Fish Creek Environmental Learning Centre

The Fish Creek Environmental Learning Centre is in the west end of the park, at Shannon Terrace. The educational programs focus on students' exploration and connection to a variety of natural ecosystems found in the park. For more information [click here](#).





About The Friends of Fish Creek



Vision: A sustainable Fish Creek Provincial Park that improves the quality of life for present and future generations.

Mission: To engage the community through activities and awareness to conserve a truly unique naturalized urban park.

When established, Fish Creek Provincial Park stretched across the southern edge of Calgary and park planners anticipated 200,000-400,000 visitors per year. Today, Fish Creek is surrounded by Calgary's urban development and hosts more 3 million visitors each year, a tenfold increase.

The impact of this increased use is visible everywhere in the park: abundant 'desire trails' through wildlife habitat, invasive fish species in stormwater ponds, litter, and invasive plants in the grasslands, trampling of vegetation and compaction of soil in riparian areas, lack of natural deadwood on the forest floor and more.

In 1992, park staff began collaborating with a small group of citizens at the Environmental Learning Centre at Shannon Terrace to raise awareness about preserving this park, and the Friends of Fish Creek was formed. In the late 1990s, the Friends moved into our current location in the Cookhouse at the Bow Valley Ranch. Today, we work with Alberta Parks, local

park management, over 300 volunteers, over 600 members, as well as many sponsors, donors, and over 120 community partners to deliver programs, courses, and events reflecting the spirit of the Cooperating Agreement as directed by our Strategic Plan and in support of the Alberta Parks mandate.

To achieve our vision of a sustainable park, we work to cultivate what we call 'informed park users'. Community members come to the park to enjoy our programming and in doing so become further engaged in the park, becoming aware of the impacts of human activities both inside and outside of the park and changes in attitudes and actions that can help mitigate these impacts. While we are not an advocacy group, we can inspire and create change through sharing information and creating awareness in those who visit and recreate along Fish Creek.

The Friends operate under a *Cooperating Agreement with Alberta Parks.*

The agreement states that the Society shall cooperate and partner with Alberta Parks to encourage appreciation of Alberta's natural and cultural heritage including conservation, management, preservation, use and enjoyment. Subject to the Minister's approval, the Society may support, develop, deliver, fund and/or sponsor educational and recreational activities, resource management and research programs and may charge the public for related goods and services.

The Friends of Fish Creek Provincial Park Society is not an employee, agent or contractor of the Minister and is an independent organization.



Volunteer Policy & Organizational Rules

The Friends of Fish Creek Volunteer Policy reflects the context in which volunteers will be working and provides a starting point for your volunteer journey with us. Many of the points in this document will be elaborated as you read through this handbook.

1. PREAMBLE

- a. The Friends of Fish Creek Provincial Park Society (referred to as “the Friends” hereinafter) wishes to engage the community through activities and awareness to conserve a truly unique naturalized urban park. The Friends envisions a sustainable Fish Creek Provincial Park that improves the quality of life for present and future generations.
- b. The Friends respects and honors its Volunteers and strives to engage them in safe and meaningful opportunities that support the Mission and Vision of the Friends.
- c. This Volunteer Policy (the “Policy” hereinafter) is intended to provide clear direction related to among others, the recruitment, registration, privacy, training, safety, involvement, term, conclusion of service, and recognition of Volunteers.
- d. The Friends will comply with Volunteer directives laid out in the Cooperating Agreement with Alberta Parks. Furthermore, the Friends will comply with privacy laws to protect the confidentiality of Volunteers and will uphold the values laid out in the Friends’ Code of Conduct.
- e. This Policy will act as a guiding framework for the Friends Board of Directors and staff members in their dealings with Volunteers and will additionally inform other stakeholders and third parties as to our responsibilities and requirements surrounding Volunteers.

2. THE VOLUNTEER

- a. Volunteers offer their time and skills freely to the organization without compensation or personal gain.
- b. All Volunteers must complete and submit a Friends of Fish Creek *Volunteer Agreement*, which remains in effect for the duration of their involvement.
- c. All Volunteers agree to read and follow the Friends’ *Volunteer Code of Conduct*.



- d. The Friends will provide a diversity of inclusive and meaningful volunteer experiences and will work to identify and remove barriers to volunteering in Fish Creek Provincial Park.
- e. Volunteer opportunities will complement the duties of staff, and assist the Friends of Fish Creek and Alberta Parks in meeting their respective visions and missions.
- f. Volunteers will not be involved in enforcement activities, or work known to be high risk.
- g. The Friends will strive to accommodate Volunteers with special needs.

3. ORGANIZATION OF VOLUNTEERS

- a. The Friends will organize the Volunteers respecting their roles, providing guidance, and ensuring proper supervision.

4. RECRUITMENT

- a. Potential new Volunteers will be screened and recruited through an accessible, open, and equitable process.

5. COMMUNICATION

- a. The Friends will maintain open lines of communication with Volunteers to maximize Volunteer success and continued involvement.

6. TRAINING

- a. Volunteers will be trained to participate in their registered activities effectively and safely.
- b. Volunteer duties will be clearly defined. Volunteers will have access to any documentation relevant to the safe performance of their work, which may include, but is not limited to, *Job Descriptions* and *Safe Work Practice* documents.
- c. The Friends will comply with *Occupational Health and Safety Code (OHS) First Aid* requirements.

7. OPERATING PROCEDURES

- a. The Friends shall manage and coordinate volunteer involvement.
- b. The Friends will inform Volunteers of all pertinent procedures and details in reference to all programs they volunteer for. Furthermore, the Friends will provide supplies and equipment necessary for Volunteers to fulfill their respective roles.
- c. If a Volunteer is also receiving payment for contractual services, the terms of the contract will not apply to activities.
- d. Pre-approved volunteer expenses will be reimbursed upon submission of receipts.



8. SAFETY AND INSURANCE

- a.** The safety of Volunteers is a high priority in all Volunteer activities. The Friends will offer opportunities where Volunteers feel safe and comfortable.
- b.** Health and safety is governed by the *Alberta Occupational Health and Safety Code* (2018) and Volunteers are required to observe all safety procedures and be ensured of safe and healthy working conditions.
- c.** Every Volunteer is required to sign the Friends of Fish Creek *Volunteer Agreement* that protects them in the event of an accident or injury while volunteering. Under this agreement, Volunteers are considered “Workers” as outlined in *Alberta’s Occupational Health & Safety Code* (2018). This arrangement ensures Volunteers are covered by the Friends of Fish Creek’s *Workers Compensation Board Policy*. All safety requirements normally applicable to employees also apply to volunteers.
- d.** When you are volunteering for the Friends you are representing the organization; please dress in an appropriate manner. As many of our volunteer positions take place outside, Volunteers need to dress for the weather and wear appropriate footwear.

9. APPRECIATION AND RECOGNITION

- a.** The Friends of Fish Creek aims to recognize and express our appreciation to our Volunteers through volunteer recognition activities, which may change from year to year.
- b.** We welcome and value honest feedback from our Volunteers both throughout the season and through our end-of-season *Volunteer Experience Survey*.

10. CONFLICT RESOLUTION

- a.** In the event of any conflict involving Volunteers, the Friends will work with the Volunteer to resolve the conflict through an established process, beginning with a discussion. Additional steps, if required, may involve a verbal warning, written warning or further meetings. If a resolution is not reached, the Volunteer may be dismissed from the volunteer program and role.
- b.** In the event of alleged harassment involving Volunteers, the Friends’ *Human Resources Policies and Procedures* will apply to resolve the conflict.



Volunteer Code of Conduct

As a Volunteer, you have the right to:

- Be offered meaningful assignments commensurate with desire and ability that align with Friends and Alberta Parks goals
- Be treated as equals
- Be given as much knowledge as possible about the park and the Friends
- Receive appropriate ongoing education
- Work in a safe environment
- Refuse unsafe or unsuitable work
- Receive supervision and evaluation of your performance



- Be offered a variety of opportunities
- Be provided with sound direction and guidance
- Be recognized
- Be heard, trusted, and respected
- Have confidences respected
- Be notified as soon as possible about any changes to your scheduled shifts

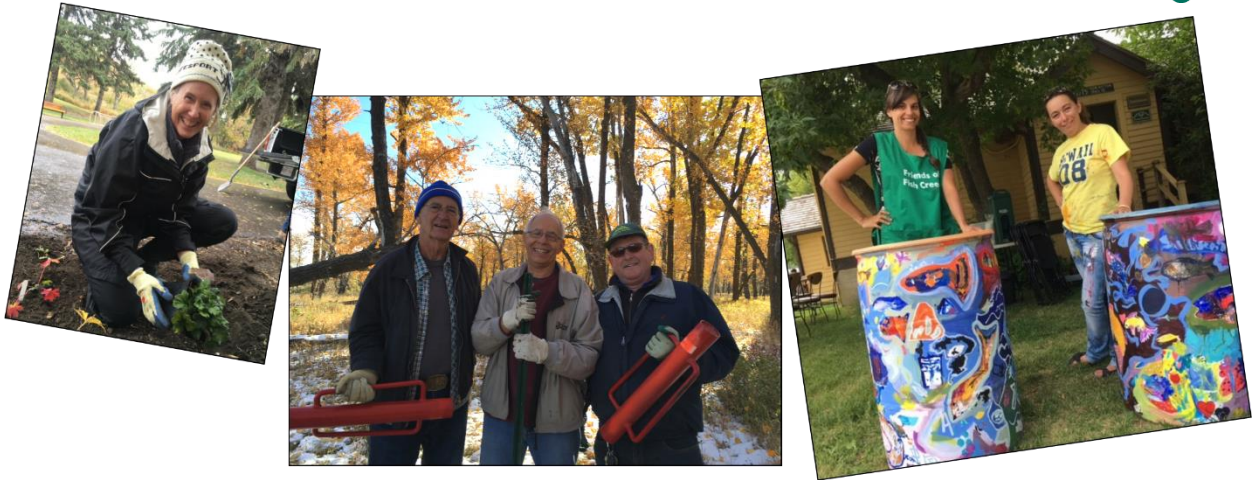
As a Volunteer, you are responsible for:

- Accepting safe and suitable assignments
- Being professional
- Supporting the goals of the Friends
- Actively participating in training sessions
- Respecting confidences
- Obeying [Park Regulations](#)
- Working with a partner volunteer
- Modeling appropriate park use
- Portraying the Friends in a positive light
- Treating fellow Volunteers with respect
- Performing duties to best of your abilities
- Following through on your commitment
- Saying no when you feel it is necessary
- Complying with *Safe Work Practice* documents and terms of the *Volunteer Agreement*
- Taking steps to reschedule or cancel shifts in a timely manner

As a Volunteer, we ask that you please respect the following boundaries:

- Volunteers cannot legally represent the Park or the Friends
- Volunteers do not have any enforcement authority within the park
- Volunteers cannot give official interviews with the media without prior approval
- Volunteers should perform activities only within scope and instruction
- We can provide a *Letter of Involvement*, but do not typically act as or provide References

Failure to comply with the Friends of Fish Creek *Safe Work Practice* documents, or to perform the volunteer role or task within instruction and agreed scope, may trigger the Friends of Fish Creek conflict resolution process.



Volunteering with the Friends of Fish Creek

The Friends of Fish Creek coordinate a wide variety of programs, annual events, and related volunteer opportunities in Fish Creek Provincial Park. With a small staff team and a modest operational budget, we depend on and are grateful for our Volunteers who carry out activities in the park nearly every day of the year!

Because of the diverse contributions of people like you that dedicate their time and energy to Fish Creek, staff can focus on the coordination of all our ongoing programs and annual events.

The Volunteering section of our website highlights current volunteer opportunities and a full list of programs for the 2026 program season can be found on pages 25-26 of this handbook.

There are a few requirements for volunteering with the Friends:

- All Volunteers must read this document. It is recommended that the handbook be reviewed annually by anyone participating in volunteer activities.
- All Volunteers must complete a [Friends of Fish Creek Volunteer Agreement](#). One of the clauses of the *Volunteer Agreement* stipulates that you have read and will comply with the information contained in this handbook.
- All Volunteers must use [MyImpactPage](#) to manage their involvement and keep personal information up to date, including contact information, food allergies, medical conditions, and emergency contact.

To sign in or create a new *Mympact* account, [click here](#).



Youth Volunteers

We welcome the opportunity to work with volunteers of all ages and offer the following guidelines for youth involvement.

- **Volunteers aged 16 & 17** may volunteer without a parent or guardian present and require their signature on the *Volunteer Agreement*.
- **Volunteers aged 12-15** must be accompanied by a parent or guardian over the age of 18 and require a parent or guardian signature on the *Volunteer Agreement*.
- **Youth under age 12** attending outings or programs are the responsibility of the supervising parent or guardian over the age of 18, and:
 - If actively volunteering, require a parent or guardian signature on the *Volunteer Agreement*.
 - If not actively volunteering, are considered a program participant, and are not covered under Friends of Fish Creek *Workers Compensation Board Policy*.

It is recommended that a parent or guardian get in touch with team leads in advance of outings to inquire about suitability of volunteer outing for youth.

*All volunteers (regardless of age) are required to volunteer in groups of two (2) or more.
At least one (1) volunteer in each group must have a working cellphone with them for safety.*



Volunteer Screening

The Friends provide the safest possible environment for our volunteers and the people who enjoy our programs. We are also committed to matching volunteers with assignments that fit with their personality, skill, and interest. Volunteer screening provides us with the tools to accomplish these goals. The level of screening will depend on the risks and skill requirements of the position. Your volunteer position may require some or all of the following screening tools:

- Job description
- Clear recruitment messages
- Application form
- Interview
- Police Information Check
- Vulnerable Sector Check
- Evaluation
- Performance reviews
- Qualifications and Experience
- Nomination

Screening information is confidential.



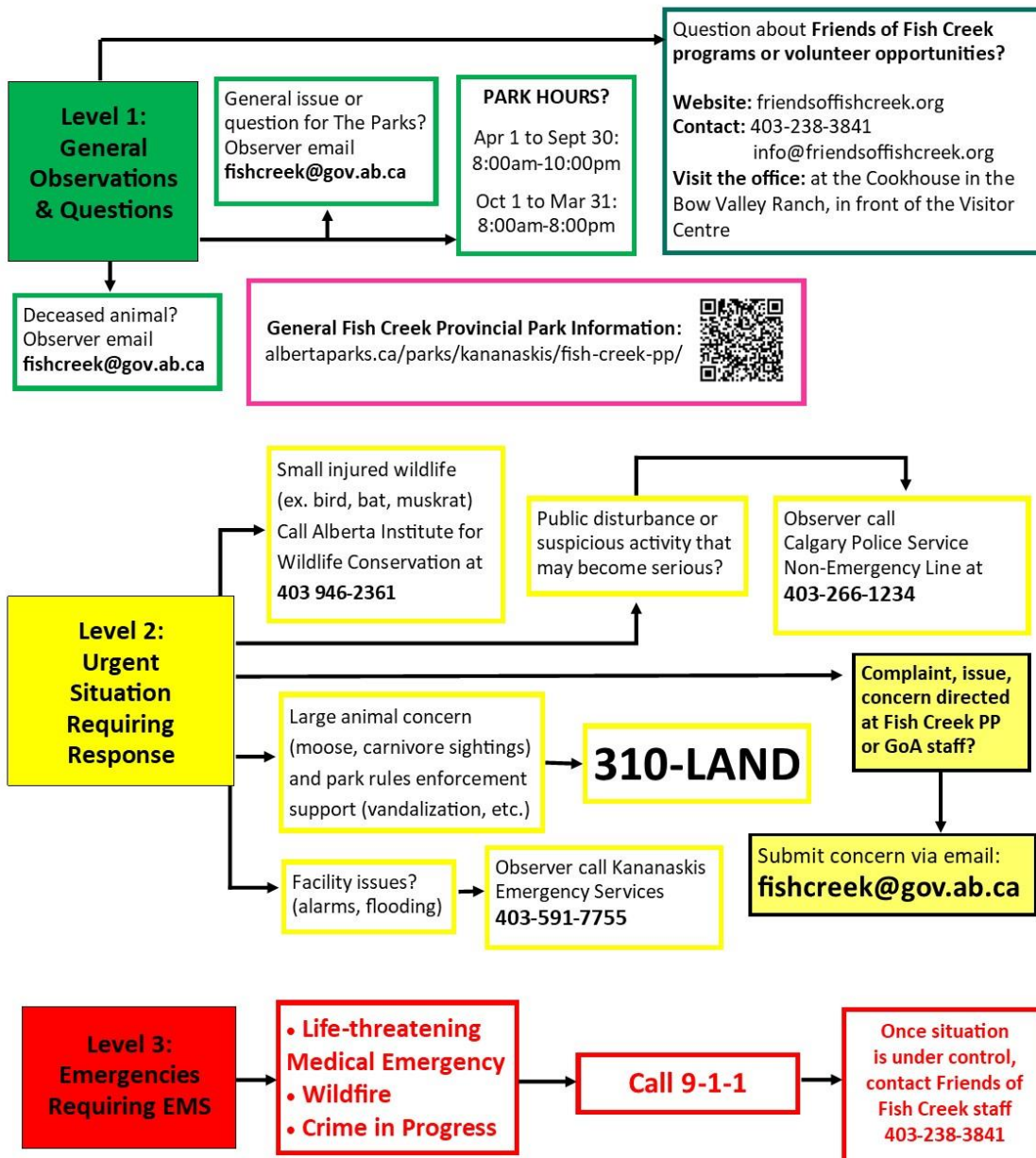
Safety First... First Five & Last Five

One Volunteer on every volunteer shift must complete the [First Five Minutes](#) form and [Last Five Minutes](#) form, which can be accessed on our website either in advance on a home computer or on-site on a smart device. The *First Five Minutes* facilitates the process of informing all Volunteers on-site of the potential safety hazards and mitigation strategies. The *Last Five Minutes* provides a communication channel to relay results of outing (ex. # of trees wrapped, kilos of weed removed, # of people engaged) as well as any other issues, concerns, or ideas back to Friends of Fish Creek staff.

Dealing with Situations: Field Question Resolution Map

Volunteers should be able to confidently respond when they are approached about a wide range of inquiries, and when they observe or are notified about urgent situations and emergencies happening in the park.

The following Field Question Resolution Map provides guidance for Volunteers should they encounter a vast array of scenarios while volunteering or recreating in the park.





Conservation Messaging

Is it okay to build rock dams in the creek?

This is a topic that requires more research.

- Increasing stream width causing erosion and bank instability.
- Trampling of bank (riparian) vegetation when accessing the creek.
- Disturbance of fish spawning beds and interference with insect life cycles by walking in creek and moving rocks.
- Creation of pools of deep, cool water needed by fish such as trout.
- Creating wider, shallower, creek conditions downstream of dams.
- Slowing the flow of water so sediment can settle out and groundwater reserves can be recharged.
- Fish, such as trout, are adept navigators, and while they have been observed finding their way over/through beaver dams and rock dams, these structures can impede fish passage.

The best practice is always to strive to leave no trace when visiting nature, especially in urban parks experiencing millions of visitors each year.

How can we best share park pathways?

Fish Creek pathways are busy with many kinds of users and modes of transportation, including maintenance and emergency vehicles. In the name of safety, be courteous and aware of your surroundings and of other trail users. Cyclists yield to all other pathway users and announce when approaching. Dog walkers yield to hikers. Headphones and remote-control vehicles are not recommended while using trails.

What kinds of trails are in Fish Creek?

Fish Creek Provincial Park features over 100km of trails for visitors to enjoy paved pathways, shale trails and dirt single track, not including the many kilometres of 'desire trails'.



Cyclists enjoying a paved pathway in the park.

- Paved pathways are wide enough to safely accommodate two-way visitor traffic, are designed with emergency vehicles in mind, and are bordered by a mown grass boulevard. These are the most accessible trails in the park, and are great for strollers, bikes with training wheels, roller blades, skateboards, and wheelchairs/walkers.
- Shale trails have a packed granular surface which is narrower and more uneven than paved pathways. They are great for hiking, cycling, and getting a little closer to nature.
- The Single-Track Trail is a network of very narrow dirt trail that winds through forests, along hillsides and through grasslands in the park and is ideally suited to mountain bikers and hikers.
- Desire trails are created when visitors venture off designated trails. It only takes a few footsteps before vegetation is killed and soil is compacted. By staying on designated trails, we protect the park's vegetation and waterways.

It is important to remember that nature can create unsafe pathways conditions, such as ice, water, and natural debris. Visitors use all trails at own risk.



Is it okay to take things I find home with me?

Besides damaging the ecosystem by removing things you find, you might also impact the experience of other visitors; if it made you happy to find something interesting, chances are the next person along would have also enjoyed seeing it. So please let everyone enjoy the park as it is and leave things where you found them. Also, even the smallest thing may be critical to the ecosystem, when you take a piece of the park home, you might be taking something's home away. Please leave no trace by leaving things as they are. This includes plants.

Can I use glitter and confetti in the park?

Glitter, balloons, streamers, and confetti create micro litter in the park, which is virtually impossible to remove and poses a hazard to wildlife who may mistake these bits of plastic, paper, and latex for food. Some garbage will not decompose and cannot be digested by wildlife. For celebratory photos, please consider using a digital confetti filter rather than physical confetti.

Why do dogs have to be on leash?

Dogs in Provincial Parks must be kept on-leash at all times, even in water. Although it may seem harmless, off-leash dogs can cause issues such as trampling of vegetation and leaving of unnoticed pet waste which can transmit disease to wildlife and pathogens to nearby waterways. Your dog may be injured in an encounter with wildlife; even beavers have been known to injure dogs while defending their home. Others can make your pet very uncomfortable, such as skunks and porcupines. Wildlife in the area can also be disturbed, injured, or preyed upon or by dogs, such as fawns, chicks, garter snakes and ground-nesting birds. If you wish to run your dog off-leash, please take them to one of Calgary's many designated [off-leash areas](#).



A coyote in Fish Creek. Photo courtesy of Ken Pride.

Can I build a shelter in the park?

Temporary shelters may be set up for day use (tents for kids to play in, canopy for shade), so long as they are taken down before heading home. Semi-permanent or permanent structures (lean-to's, forts, tree-houses, etc.) must not be erected in the park as they may pose hazards for wildlife, may become litter hotspots, and often encourage off-trail traffic. Also, when these structures are built from deadwood collected from the forest floor, they starve the ecosystem of essential nutrients required for soil health and may create a wildfire risk by clustering 'fuel' in one place.

Is alcohol consumption permitted in the park?

In May 2019, a new park regulation entered effect, allowing alcohol consumption with food at picnic tables at the Bankside and Hull's Wood day-use areas. For the most up-to-date information, you can check out the [Alberta Parks](#) website and scroll to the relevant section.



What about smoking/cannabis use/vaping in the park?

Adult visitors may consume cannabis or vape in public areas where tobacco is permitted, however all are prohibited within 5 metres of facilities, outdoor amphitheatres, Sikome Aquatic Facility, and the mountain bike skills park. Cigarette butts and other smoking/vaping-related litter should be extinguished completely and put into the trash.

Is it okay to feed birds and animals in the park?

Fish Creek is a provincial park, and feeding wildlife is against the Provincial Parks Act and carries fines. The wildlife that inhabits Fish Creek are here precisely because the habitat meets all their needs, including food. Birds and animals are good at searching out food and do just fine on their own; they do not need any human assistance. When fed, wildlife may become habituated, become a nuisance, become dependant on humans for food and may struggle when the food source is removed. At certain times of the year, feeding migratory birds may discourage them from migrating, leaving them stranded in a seasonal environment to which they are not adapted. Feeding wildlife can put both visitors and the animals at risk. Animals may attack, may have sharp teeth or claws, and may carry disease.

Are e-bikes and motorized vehicles allowed?

Generally, motorized vehicles are not allowed in the park. Some exceptions include scooters and wheelchairs for persons with limited mobility. e-bikes are only allowed so long as the model has pedal-assist, and the throttle is not engaged while using pathways.

Can I fly a drone or unmanned aerial vehicle (UAV) in the park?

Drones and UAVs are not allowed in Provincial Parks unless the user has obtained a permit for research, monitoring, photography, or filming. These permits are rare.

Is there a speed limit on park trails?

Although there is no official speed limit in Fish Creek Provincial Park, it is everyone's responsibility to be courteous of others and exercise caution to avoid accidents. [Click here](#) to learn more about trails in Fish Creek.

Are bicycles allowed off-trail?

No. Cycling is only allowed on designated trails - paved and shale/granular trails as well as the single-track trail system as a means of protecting vegetation and ecosystems.



Fallen logs provide habitat and nutrients to the soil during decomposition. Photo courtesy of Stan Kwasniowski.

What do I do if I see problems in the park?

Do not approach any person you witness committing an offense, as you do not want to put yourself in a potentially unsafe situation.

- Call 9-1-1 to request assistance if it is an emergency (wildfire, crime in progress or life-threatening medical emergency)
- Email fishcreek@gov.ab.ca to report issues such as public safety hazards, damage or vandalism to facilities, suggestions for improvement and more. Anyone can use this email address, including the public. If the issues need immediate attention, call 310-LAND (5263)
- Volunteers can report issues using the procedure and platform for their specific program, noting situation/location details.
- Public can submit feedback and ask questions through the online [Alberta Parks Contact Us form](#).



Important Phone Numbers & Hotlines

For any emergency call 9-1-1

- To report a crime being committed, call 9-1-1
- To report a fire threatening a community, call 9-1-1
- To report a life-threatening injury or medical emergency, call 9-1-1
- For most other inquiries 310-LAND will connect you to the appropriate service

For more specific services:

- To report a wildfire in natural areas away from settlement, call 310-FIRE (310-3473)
- To report a poacher or evidence of poaching (all hunting and trapping is illegal in the park) contact Report-A-Poacher at 1-800-642-3800
- To report a spill, release or emergency that could damage the environment, call the Environmental Response Hotline at 1-800-222-6514

How to Share Comments with Alberta Parks

There are many ways to share your comments, questions, and concerns with Alberta Parks:

- Email Alberta Parks directly at fishcreek@gov.ab.ca
- Complete the [Contact Us Form](#) on the Alberta Parks website
- Call 1-866-427-3582 (Alberta Parks Info Line)
- Contact your local constituency office.
- Contact the [Ministry of Forestry and Parks](#)



Safe Work Practices for Volunteer Programs

The remainder of the Volunteer Handbook consists of *Safe Work Practice* documents (SWPs), aimed at raising awareness of best practices for the diverse tasks and activities Volunteers may be involved in while volunteering.

Worker – everyone in the Friends of Fish Creek Community.

On-site Supervisor – anyone directing activities with the Friends of Fish Creek Community.

Volunteer – anyone who contributes time in the Friends of Fish Creek community.

The following chart provides a guide as to which SWPs relate to each volunteer program.

CATEGORY	PROGRAM	RELEVANT SAFE WORK PRACTICE DOCUMENTS
All	All Volunteers in All Programs	1, 2, 3, 4, 5, 14, 16 + below
Watershed Stewardship	Park Watch Stewardship	8, 17
	Riparian Restoration & Maintenance, Poplar Regeneration, Native Plant Nursery Champions	6, 7A, 7B, 9, 10, 15A
	Riparian Health Assessments Thesium Mapping, Restoration Mapping and Monitoring	6, 10
	Stewardship Truck Crew, Truck Assistants	9, 15A, 15B
	Tree Wrapping	6, 7A, 9, 10, 15A
	Vegetation Management Projects - spotted knapweed, ATCO spraying	7A, 7B, 9, 10, 15A
	Sun Valley Drive Project	7A, 7B
	Weed Watchers	10
	Weed Whackers and ATCO Heritage Grassland	7A, 7B, 8, 9, 10
	Calgary Connect (formerly Calgary Captured)	
	Park Clean Ups	8, 9, 10
	Beaver Coexistence Project	6, 7A, 8, 9, 10, 15A
	Cookhouse Native Plants Garden	7A, 10
	Community Events & Outreach (external events)	9, 11, 12



CATEGORY	PROGRAM	RELEVANT SAFE WORK PRACTICE DOCUMENTS
Community Engagement & Social Enterprise (continued)	Community Festival	9, 11, 12, 15A, 17
	Fish Creek Ambassador and Pop-Up Outreach	9, 12, 13
	Get to Know Nature events	9, 10, 11, 14, 17
	Fish Creek Community Showcase, Speaker Series, and online events	13
	Birding course	
	Wellness: Good Grief, Yoga, Meditation, Forest Bathing, Bungy Pump, Qi Gong, Plein Air Painting, Photography, etc.	12
	Minibus Tours (public and private)	15A
	Walking Tours (public and private)	
	Volunteer Appreciation Dinner, seasonal celebrations	9, 11
	Brick Pathway	7A, 7B, 10, 15A
	Fish Creek Camp	
Fundraising	Casino	12
	Community Action Team	13
	Dedication Benches	7A, 7B, 9, 10, 15A
	Capture Nature Photo Contest	13
	A Taste of Autumn, I Love Fish Creek	9, 11, 12
Governance	Board of Directors	13
	Annual General Meeting	13
	General Office Support	13
Behind-The-Scenes	Volunteer Administrators	13
	Program and Event Photography	



SAFE WORK PRACTICE 1 – General Safe Work Practice

SWP Purpose

This *Safe Work Practice* (SWP) will help Volunteers understand the general requirements for conducting tasks for the Friends.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with requirements outlined in this SWP.

Ensure recommended controls are implemented and used appropriately:

- All volunteer work is conducted in groups of two or more and if one member does not feel comfortable conducting a task then the task is not completed.
- Volunteers must monitor each other for signs of injury, dehydration, heat/cold, other forms of distress and compliance with safety policies and procedures.
- If working in a group, partner with someone for the outing to facilitate keeping an eye on each other's location and well-being.
- Volunteers are not required to obtain First Aid training or perform First Aid; volunteers may choose to perform First Aid if qualified and comfortable in the situation.
- All volunteers must sign up for shifts in advance using the *MyImpactPage* or other approved scheduling platforms.
- All volunteers must include up-to-date emergency contact information and cell phone number in their *MyImpactPage* profile.
- Drug and alcohol use and intoxication are strictly prohibited while volunteering for the Friends of Fish Creek.
- At least one volunteer in each group must carry a working, fully charged cellphone for use in case of emergency.
- In the event of an emergency, Friends staff must be contacted as soon as possible, within 48 hours maximum of incident for reporting and debrief.



- Outings and/or programs may be canceled in the event of extreme temperatures and will be canceled if a severe weather warning has been issued for the area. See *SWP - Program & Event Cancellations*.
- Ensure all equipment is functioning and in good repair.
- All volunteers are required to wear suitable clothing and footwear and provide adequate food, water, and any other requirements specific to themselves or the program (e.g., sunscreen).
- Volunteers are encouraged to take breaks as needed. For smokers/vapers, we ask that this activity takes place away from the group on break time.
- Volunteers are expected to arrive in suitable mental and physical condition for work.
- When outdoors, always be aware of your surroundings and keep safety a priority. Do not wear ear buds while working.
- Working outdoors may expose volunteers to prickly vegetation and insects such as ticks, which may carry Lyme disease. There are confirmed sightings of ticks in the park and surrounding areas, check yourself and your pets for ticks before heading home.
- Volunteer training is mandatory for some of our programs; for others, it takes place on-site (e.g., Tree Wrapping). In this training, volunteers take part in a Site-Specific Hazard Assessment (First Five Minutes Form) and sign a Volunteer Agreement prior to commencing work.
- All volunteers must sign the Volunteer Agreement, which serves as a waiver stating that they have read the Volunteer Handbook and are aware of *Safe Work Practice*.
- Volunteers must read and be familiar with the *Safe Working Practice (SWP)* and *Safe Operating Procedures (SOP)* documents relevant to the volunteer work you will be doing. A full list of these documents is in the *Table of Contents*.



SAFE WORK PRACTICE 2 – Respectful Workplace

SWP Purpose

The Friends are committed to a healthy, harassment-free work environment for all Workers. The Friends have developed an organization-wide policy intended to prevent harassment of any type, including sexual harassment of its Volunteers and to deal quickly and effectively with any incident that might occur.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- The Friends abide by [Provincial and Federal Human Rights Laws](#).
- The Friends are committed to a healthy, harassment-free work environment for all employees and volunteers. The Friends have developed an organization-wide policy intended to prevent harassment of any type including sexual harassment of its employees and volunteers and to deal quickly and effectively with any incident that might occur.
- Harassment occurs when an employee, volunteer or park user is subjected to unwelcome verbal or physical conduct because of race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, sexual orientation, marital status, source of income or family status. Alberta Human Rights laws prohibit harassment in the workplace on these grounds.
- As an equal opportunity employer, the Friends understand that anybody can be a perpetrator or a victim of workplace harassment in all forms.
- The Friends recognize that abuse can occur in the workplace between employees, park users, volunteers, and members of the public.



- Abusive behavior will not be tolerated. A partial list of examples of abusive behaviour includes:
 - Yelling or raising voice in threatening manner.
 - Using threatening postures, statements, movements, or swearing.
 - Throwing things, breaking things, or hitting walls, other intimidation.
 - Abuse involving any form of physical violence.
 - Physically restraining, holding, or blocking another against their will.
 - Sexual harassment.
 - Using silent treatment or refusing to acknowledge others in the workplace.
 - Not addressing conflict directly, respectfully and in a timely manner.
 - Not complying with requests made that fit within the role that you fill in the Friends due to a conflict with the person requesting the service.
 - Failing to share information appropriate for the working relationship you share with others.
 - Willfully and knowingly behaving in any manner that is upsetting to others in the workplace.
 - Treating anyone differently due to personality, race, religious beliefs, colour, gender, physical disability, mental disability, age, ancestry, place of origin, sexual orientation, marital status, source of income, family status, or any other ascribed or achieved identity.
 - Derogatory remarks.
 - Jokes, innuendo, or taunts about an employee's appearance, religious beliefs, colour, place of origin, gender, mental or physical disability, ancestry, marital status, family status, source of income, sexual orientation, or any other ascribed or achieved identity.
 - Display of sexually explicit or suggestive materials, racist signs, or images.
 - Practical jokes that result in awkwardness or embarrassment.
 - Unwelcome invitations or requests, whether indirect or explicit.

If a Volunteer experiences - perceived or realized - a situation where another individual has violated a respectful workplace, the Volunteer should report the incident to the Friends' when they feel comfortable doing so.



SAFE WORK PRACTICE 3 – Plants and Wildlife in the Park

SWP Purpose

The Friends are committed to a safe work environment for all Workers. As much of the work we conduct takes place outside, we have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.

PLANTS

- It is illegal to damage or remove living or dead vegetation from the park.
- Bring your own wood and kindling for fires; all fires must be in the provided authorized fire pits at park Day Use Areas. Dead wood must remain in the forest as it is a vital part of forest health.
- Do not pick flowers and berries. They are a vital part of the park's ecosystems.
- It is illegal to spread invasive plants and seeds (Alberta Weed Act). To prevent the spread:
 - **REMOVE** plant material and mud from boots, gear, pets, and vehicle.
 - **CLEAN** your gear before entering and leaving the recreation site.
 - **STAY** on designated roads and trails.
 - For more info, visit www.playcleango.org or the [Alberta Invasive Species Council](#).



WILDLIFE

- A wide variety of wild animals use Fish Creek Provincial Park regularly, including beavers, bobcats, coyotes, deer, cougars, bears, and moose.
- Volunteers must not disturb or interfere with wildlife.
- It is illegal to disturb (remove or destroy) any migratory birds and bird nests between April-September as per the federal [*Migratory Bird Convention Act*](#) (MBCA).
- It is illegal to feed wildlife, including birds and ground squirrels, in provincial parks.
- Do not approach/corner wildlife. Use binoculars or telephoto lens to view from distance for a short period of time, and then move on. Prevent disturbing wildlife and impeding their normal behavior.
- Dogs must always be on leash and in control. Pet waste must be properly disposed of in a waste receptacle.
- Stay aware of your surrounding and watch for signs of wildlife including tracks, scat (poop) or animal carcasses.
- Be aware, do not wear headphones or earbuds while traveling or working in the park.

**Report sightings of large, injured, or aggressive wildlife to
Alberta Parks at 310-LAND.**

BEAR ENCOUNTERS

- STOP! STAY CALM. Your calm behavior can prevent aggravating the bear. Screams or sudden movements may trigger an attack.
- NEVER RUN - running may cause a bear to pursue you.
- Pick up small children and stay in a group.
- Bears may approach or stand on their hind legs to get a better look at you or to pick up your scent. This is their way of identifying you and is not an aggressive response.
- BE HUMAN. Speak to the bear calmly and firmly. This indicates that you are not a prey animal.
- Appear passive.
- If you have bear (pepper) spray, get your hands on it and be ready to use it. Take note of the direction and strength of the wind.
- Keep your backpack, hiking poles and other equipment - they can provide protection.
- Assess the bear's behavior and try to determine why it is approaching.



If the bear appears defensive...

- Defensive attacks are the most common.
- A defensive bear may be feeding or protecting young, or you may simply have surprised it – this is why it is imperative that you shout or sing regularly while on the trail to make your presence known.
- A defensive bear will appear stressed or agitated and may make noise.
- Try to appear non-threatening.
- Speak in a calm voice.
- Whenever the bear is not advancing, slowly move away without turning your back to the bear.
- If the bear continues to advance, stand your ground, and keep talking. If the bear approaches within 4 metres (12 feet or about a car length), use bear spray if you have it. Bear spray is only effective within this distance, and discharging an entire can takes as little as 8 seconds. Ensure to discharge bear spray downwind, when possible.
- Defensive attacks usually do not exceed two minutes in duration. In most cases, injuries are relatively minor. If an attack lasts longer, it is possible that the defensive attack has become predatory.

If the bear appears predatory or threatening... (this could look like the bear charging or bluff charging, huffing, pursuing, or following persistently)

- Young bears occasionally test their dominance or are curious. In the rarest of cases, a bear could be predatory. Black bears, which visit Fish Creek occasionally, are responsible for most predatory bear attacks.
- Speak in a firm voice.
- Move out of the bear's path.
- If it follows you, stop and stand your ground.
- Shout and act aggressively.
- Try to intimidate the bear. Pick up a stick and/or raise hiking poles above your head to appear larger.
- If it approaches within 4 metres (12 feet or about a car length), use bear spray if you have it.
- If a bear attacks you, it is important to know if the attack is defensive or predatory.
- Use bear spray if you have it.



- If the bear makes contact with you, play dead! Playing dead involves lying on your stomach with your legs spread apart and your hands interlaced behind your neck to protect it. Having your legs spread makes it harder for the bear to roll you over. Remain still until you are sure the bear has left the area.

If a bear attacks:

- Find a safe refuge in a car or building.
- Climbing a tree offers no guarantee of safety, as black bears are excellent climbers and grizzlies have also been known to climb trees. If you choose to climb a tree, get as high up in the tree as you can as quickly as possible. Once you have a safe perch, prepare to use bear spray if you have it.
- Use your bear spray and fight back! Make lots of noise, throw rocks, hit the animal with a branch or your poles - do everything you can to dissuade the bear from continuing the attack.

Bear Safety and Fishing

- Clean fish at designated cleaning stations. If no station is available, clean fish inside a plastic bag or bucket. Then seal the guts in a plastic bag and deposit the waste in a bear-proof garbage container.
- Fish with friends. Make lots of noise and keep an eye on each other.
- Stay attentive near lakeshores, rivers, and creeks. These areas are used by wildlife as travel routes and feeding sites. Be alert and make as much noise as you can when fishing and moving about in these locations.
- Seal your catch in plastic bags and wash your hands.

COUGAR ENCOUNTERS

- Always leave room for the cougar to escape.
- Immediately pick up the small children and stay in a group.
- Do not run or turn your back on the cougar.
- Slowly move away without turning your back to the cougar.
- Make yourself appear as large as possible. Open your jacket if you are wearing one.
- Maintain eye contact with the cougar.
- The idea is to convince the cougar that you are not prey and that you may be a threat to it.
 - If a cougar attacks, FIGHT BACK WITH ANYTHING AT HAND.



MOOSE OR DEER ENCOUNTERS

- All ungulates can be dangerous.
- Females can be especially aggressive during calving season (spring).
- Males can be aggressive during the autumn rut.
- Do not approach adults or their calves - give them plenty of room.
- Keep your dog on a leash.

ADDITIONAL RESOURCES

1. [Alberta BearSmart](#) program
2. [BearSmart](#) guide
3. [WildSmart](#) community program
4. [Preventing Conflict with Wildlife-Cougars](#) pamphlet



SAFE WORK PRACTICE 4 – Travelling in the Park

SWP Purpose

The Friends are committed to a safe work environment for all Workers. As much of the work we conduct takes place outside, we have developed this SWP to ensure Volunteers are prepared.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Check the weather forecast for temperature lows and highs, storm fronts, storm warnings, forecast wind speeds. Avoid being in the park during periods of severe weather.
- Review the terrain that you plan to enter to ensure you have the proper equipment, clothing, and footwear.
- Monitor wind gusts to avoid the possibility of falling trees.
- Be courteous and informative when you meet members of the public. Avoid situations that could lead to conflict. Refer to *SWP - Encounters with the Public*.
- Be aware of your surroundings and potential wildlife encounters. Refer to *SWP - Plants & Wildlife in the Park*.
- If cycling, always wear a helmet.
- Do not wear ear buds while working or travelling through the park.
- Practice safe trail etiquette:
 - Remain on designated pathways when possible. If going off trail is required, walk side-by-side (rather than single file) to avoid creating a new trail by damaging vegetation and compacting soil.
 - Share the trail; be courteous of others and move off pathway to stop.



- Move at a safe speed and keep to the right of the yellow line.
- Announce your intention to pass (bike bells are recommended).
- If you are in a group, stay together, and to the right. Designate a “sweep” to ensure no one is left behind.
- Look both ways before entering or crossing over a pathway.
- Watch where you are walking and/or cycling to look for possible hazards, such as loose or uneven surfaces, soil slumping, potholes, or flooded trails.
- Be aware of and do not stop under overhead hazards, such as dead trees.

**Report sightings of large, injured, or aggressive wildlife to
Alberta Environment and Parks at 403-297-5293.**



SAFE WORK PRACTICE 5 – Encounters with the Public

SWP Purpose

The Friends are committed to a safe work environment for all Workers. As much of the work we conduct takes place where members of the public will be present, we have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Volunteers' personal safety is always top priority.
- Fish Creek Provincial Park is a public space, and as such, volunteers may encounter other park visitors while volunteering or traveling to volunteer event site.
- If you are approached by a park visitor while working, be friendly and professional. Identify yourself as a Friends Volunteer and answer any questions about the project or your involvement as a Volunteer to the best of your ability or refer them to the Friends.
- Be familiar with the Field Questions Resolution Map and use it to refer visitors to the appropriate contact.
- If an interaction with a park visitor becomes hostile or negative in any way, disengage and inform the on-site supervisor or include in your outing report, if applicable.
- Refer to *SWP-Respectful Workplace*.

Report illegal, potentially dangerous and/or suspicious behavior to Kananaskis Emergency Services at 403-591-7755 or call 9-1-1.



SAFE WORK PRACTICE 6 – Working Near Water

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work can take place beside the creek or other water bodies in the park. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Riparian areas are the areas of greater vegetation along waterways.
- Do not enter water or waterways (wetlands, creeks, streams, or rivers) when working unless authorized to do so.
- When working near waterways, be aware of loose and/or slippery banks.
- Walk carefully; riparian vegetation is easily damaged, and soil is easily eroded by foot traffic.
- Wear proper footwear and clothing for terrain, task, and weather.
- If you do not feel safe, stop, and notify the on-site supervisor plus include information about the hazard on *the Last Five Minutes* form.
- To avoid the spread of invasive plants to/from the riparian area:
 - **REMOVE** plants, animals and mud from boots, gear, pets, and vehicles.
 - **CLEAN** your gear before entering and leaving the area.
 - **STAY** on designated roads and trails.
 - For more info, visit www.playcleango.org.



SAFE WORK PRACTICE 7A – Working with Tools

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work involves the use of tools. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- The safety of our Volunteers is the top priority.
- Pay attention to what you are doing. Chatting and other distractions can lead to improper or absent-minded tool use, which can lead to injury.
- Do not use ear buds while working.
- Use the right tool for the right job.
- Do not use broken or damaged tools. Report these to on-site supervisor/leader.
- If you break a tool, report it immediately.
- Do not use tools you are unfamiliar with or uncomfortable using.
- Ensure you are wearing appropriate clothing and footwear for the terrain, weather, and task.
- Wear personal protective equipment when using hand and power tools (for example, work gloves, eye protection, hearing protection, head protection)
- When accessing tool storage, be aware of your surroundings and exercise caution in moving near, accessing, or putting away tools, especially those stored overhead.



- Be aware of your surroundings and the whereabouts of fellow Workers and park users when using or operating tools. When swinging tools such as a Pulaski, know what is in your “swing zone” and keep a safe distance from fellow Workers and objects.
- When using power tools like weed whippers, reel mowers and rototillers, be aware of rocks and other hard materials that may be picked up and ejected. Know what is in your “zone of impact” and keep a safe distance from all bystanders. As a bystander, be aware of being in someone’s “zone of impact”.
- Be aware of your body positioning when using tools. When swinging a Pulaski, ensure your feet or legs are not within the swing zone.
- Be aware of your hand positioning when using tools. For example, when using post pounders, keep your hands on the vertical parts of the handle (avoid the bottom/angled parts of the handle) This will help prevent pinch-point injuries.
- Transport tools in a safe and secure manner. When transporting tools and equipment by truck, ensure it is secured using ratchet straps/tie-downs.
- Close and secure sharp tools, like wire cutters and pruning shears, when not in use.
- Use blade guards provided when power tools are not in use.
- Do not leave tools you are using on the ground or unattended as they can pose a tripping hazard or get lost. If you are taking a break, place your tool away from the work site in a spot that is easily seen by others. Take care in leaning larger tools such as rakes and hoes up against trees or other structures (place tool part facing the object it is leaning on) to minimize the risk of rebound injury if someone steps on the tool end (which may be obscured by grass, etc.).
- If you are finished using a tool, return it to the designated tool collection site, such as beside or in the vehicle in which it was transported.
- When using power tools, ensure power source (cord or generator) does not pose tripping or another hazard.
- If you are operating gas-powered tools, move far from water, wear gloves and exercise caution when dealing with fuel.
- Keep stationary gas-powered tools on level ground to prevent tip over.



Some tools require specialized training, such as:

- weed trimmer/weed whipper
- rototiller
- reel mower
- water pump
- post pounder
- Pulaski
- fire hydrant and hoses
- stewardship truck
- B2601 Kubota sub-compact tractor and accessories

Volunteers are not authorized to use these tools prior to receiving training and reviewing related SOPs.

Refer to *SWP - Safe Lifting Procedure* before lifting or moving heavy equipment or tools.



SAFE WORK PRACTICE 7B – Working with Power Tools and Equipment with Moving Parts

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work involves the use of gasoline-powered or diesel-powered tools and equipment with moving parts. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Read and be familiar with the machine and refer to the owner's manual for specific work operations.
- Store and maintain tools and equipment upright to prevent fluid leaks.
- Prior to fieldwork, attend the training session and practice until you feel safe and comfortable with the tools and equipment you are using.
- Prior to use in the field, complete a pre-use inspection. Inspect for fluid leaks, cracks, rust, hardware attachment, etc.
- Keep extra fuel in secondary containment to avoid leaks into soil and 30 metres away from a water body.
- Test tools and equipment first to ensure it is working properly and adjusted to the proper setting.
- Use safety signage in the field and avoid bystanders.
- Wear appropriate personal protective equipment (PPE) when operating tools and equipment (e.g., rototiller, weed whipper, B2601 Kubota sub-compact tractor).



- Adhere to the maintenance schedule in the operator’s manual and keep tools and equipment lubricated and serviced as required.
- Before fueling, power off tools and equipment. Fuel in a well-ventilated area away from any sources of ignition or water. Securely tighten fuel cap when finished fueling. For gas-powered tools and equipment, refer to the owner’s manual for the correct ratio of gasoline to oil for the machine.
- Refrain from smoking, using a cellphone, creating sparks, and overfilling tank.
- In case of a spill or leak, immediately clean up all oil, gasoline or diesel using absorbent towels (shop towels or paper towels) and dispose of soiled cloths in a closed garbage container, then contact staff.
- Use blade guards when machines like rototillers and reel mowers are not in use.
- Carry a First Aid Kit and spill kit.
- When transporting gasoline or diesel, ensure fuel tanks remain oriented upright to prevent leakage.
- When transporting equipment in a truck, ensure it is secured with ratchet straps or similar, using chock blocks on wheels as needed to prevent movement within the truck bed.
- Do not operate in hot and dry conditions or when there is a fire ban in place and ensure tools and equipment do not overheat. Adhere to the owner’s manual for recommended running hours and maintenance intervals.
- Follow best practice methods to reduce harm to small wildlife and birds. This includes performing migratory bird surveys or using flushing bars and other deterrent mechanisms prior to using equipment that will cause habitat disturbance.
- Never operate power equipment on a slope or during precipitation.
- For more information, refer to:
 - [Alberta Workplace Hazardous Material Information Systems](#)
 - [Beneficial Management Practices: Fuel Storage and Handling](#)

Report a spill, release or emergency that could affect the environment to the Alberta Environmental Response Line, 24 hours a day, seven days a week at 1-800-222-6514.



SAFE WORK PRACTICE 8 – Biohazards and Hazardous Materials

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work may involve encounters with biohazards and hazardous materials. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Ensure all Workers have access to any personal protective equipment relevant to the task to protect against biohazards and other hazardous materials.
- Generally, picking up litter can be done safely if appropriate protective equipment is made available to you. This includes nitrile or work gloves and litter pickers.
- Some objects encountered in the park may pose a threat if not handled by someone trained and equipped to do so safely. These potentially hazardous materials may include hypodermic needles, sharp objects, organic waste, and chemical containers.
- Flag and leave any potentially hazardous materials found in the park and notify the Friends or Alberta Environment and Parks staff. Do not touch, transport, or dispose of potentially hazardous materials.
- When working in indoor areas with potential mouse activity, be aware of possible Hantavirus contamination and wear respiratory protection.
- Refer to [Alberta Workplace Hazardous Material Information Systems](#) for more information.

Report potentially hazardous materials to Kananaskis Emergency Services at 403-591-7755 or the Friends of Fish Creek at 403-238-3841.





SAFE WORK PRACTICE 9 – Safe Lifting Procedure

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work may involve lifting. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Wear appropriate clothing and footwear for injury prevention (e.g., long sleeves, closed-toe footwear).
- Test the weight of an object to determine if it is something that you can safely lift and carry on your own. If it is not, ask for support from a fellow Worker or flag/make note so it can be moved using another method (dolly, machinery, etc.).
- Do not fill bags heavier than 10kgs, to prevent injury while lifting.
- Bend with the knees and without twisting, to avoid back strain.
- Use assistive devices such as trolleys, straps, or dollies to move heavy items.
- Ensure that handles are properly secured before lifting.
- Prior to lifting/carrying hot or food-related items, refer to *FoFC SWP - Safe Food Handling*.



SAFE WORK PRACTICE 10 – Working at Ground Level

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work may involve tasks done at ground level. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- When working at ground level, be aware of your surroundings. Refer to *SWP - Plants & Wildlife in the Park*.
- Ensure proper body positioning and technique for task. Refer to *SWP - Working with Tools* and *SWP - Safe Lifting Procedure*.
- If you encounter a potentially hazardous object, leave in place, flag, and notify on-site supervisor or report on outing report. Refer to *SWP - Biohazards and Hazardous Materials* for more information.
- Wear personal protective equipment specific to the task at hand (i.e., eye protection for tree wrapping, work gloves for vegetation management).
- Wear appropriate clothing and footwear to decrease your exposure to ground-level hazards such as sticks, prickly vegetation, and ticks.
- Check yourself and your partner for ticks before heading home.



SAFE WORK PRACTICE 11 – Safe Food Handling

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work may involve handling food. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Always wash or sanitize your hands before touching, preparing, or consuming food.
- If you are preparing food and are unable to wash your hands, wear nitrile gloves provided.
- When possible, avoid carrying hot objects such as kettles, crockpots, or coffee urns. Use a wheeled food cart. If a cart is not available or feasible, support the object's base while in transit.
- Exercise caution when using heat-producing appliances, potentially breakable items, and sharp objects.
- Secure electrical cords for appliances in use and unplug after use.
- When providing food, ensure hand sanitizer and sanitizing wipes are readily available to reduce infection transmission. Limit the number of hands touching food. Use disposable gloves.
- Refer to [Hand Hygiene – My Health Alberta](#) for more information.



SAFE WORK PRACTICE 12 – Working with Money and Valuables

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our work may involve handling money and valuables. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Leave your valuables at home or carry with you in a secure manner. Do not leave valuables in your vehicle.
- Sign out supplies and equipment and return promptly to the Friends when done. Notify Friends staff if any equipment is damaged or requires servicing.
- When working with cash, complete cash reconciliation document at start and end of shift. For your own safety, do this in a secure location with another Worker present and out of sight of the public.
- When your shift is over, return/secure program equipment to the appropriate location with another volunteer.
- Funds received during program need to be supervised by Workers until safely secured in appropriate location.
- Do not share access codes or keys with others. Shield keypad while entering access codes.
- In the event of an attempted or actual theft, your personal safety takes priority. Leave program equipment and money and get yourself to a safe location.

Call 9-1-1 and report to the Friends for follow-up and debrief.



SAFE WORK PRACTICE 13 – Office and Administrative Work

SWP Purpose

The Friends are committed to a safe work environment for all Workers. Some of our tasks will take place in an office environment. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- The Friends value everyone's mental and physical health. We encourage staff and volunteers to take active breaks, change positioning, and modify workstations to be ergonomically appropriate.
- Ensure loose clothing or jewelry is removed or tucked in before operating shredder, paper cutter or any other potentially hazardous office equipment or appliance.
- If you are wearing inappropriate clothing for a given task (i.e., shredding materials), ask someone else to conduct the task or conduct the task on a different day.
- Enter and exit the office with caution, be aware of steps and uneven surfaces.
- Be aware of tripping hazards such as rugs, electrical cords, and other equipment.
- When setting up temporary equipment, work as close to an electrical outlet as possible to avoid tripping hazards.
- Ensure lighting is appropriate for the task.
- When cleaning, use environmentally responsible cleaners whenever possible. Use gloves to work with cleaning solutions.
- Wear a mask when working in dusty environments.



SAFE WORK PRACTICE 14 – Program and Event Cancellation

SWP Purpose

The Friends are committed to a safe work environment for all Workers. There will be occasions when events will need to be canceled. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* conducting a task for the Friends.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs*.
- Outings and programs may be canceled due to weather, environmental conditions, or other unforeseen circumstances.
- Cancellations based on weather will occur four hours prior to program commencement, or the evening before for early morning programs.
- Cancellations based on other unforeseeable factors (sickness, emergency, etc.) will be addressed immediately once we are informed of the situation.
- Volunteers will be informed of cancellations via email and/or phone.
- Program attendees will be notified of cancellations via email.



Type of Condition	Guideline for Cancellation
Heat	Temperatures of +30°C and hotter
Cold	Temperatures of -20°C and colder
Wind	Winds of 40km/hr and greater – Beaufort Wind Scale
Air Quality/Smoke	Statement of 7 and greater – Air Quality Health Index
Severe Weather	Advisory or warning issued by Environment Canada

All individuals are responsible for assessing their own personal comfort level, abilities, and limitations before deciding whether to take part in any activity at any time.



SAFE WORK PRACTICE 15A – Vehicle Operation

SWP Purpose

The FFCPPS is committed to a safe work environment for all Workers. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* authorized to operate a vehicle for the FoFC. This information pertains to both the Friends of Fish Creek Stewardship Trucks and the Electric Minibus, as well as any other future vehicles acquired and/or operated by the FoFC.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs, SWP – Traveling in the Park* and *SWP – Encounters with the Public*, as well as volunteer job descriptions for *Truck Crew Leader & Truck Crew*.
- Individuals must meet organizational requirements before being authorized to operate a vehicle on behalf of the Friends of Fish Creek.
- Vehicle inspection and maintenance schedules must be followed.
- Obey all laws and speed limits. Reduce speed according to road/pathway conditions, weather, visibility, and vehicle type. In the event of a ticket (speeding, parking, etc.), the driver is responsible for prompt payment of the ticket and a copy of the ticket must be forwarded to the Friends' office to be included in the driver's file.
- Ensure the driver is well-rested, hydrated and not intoxicated. Drug and alcohol use and intoxication are strictly prohibited while operating vehicles and while volunteering for the Friends of Fish Creek.
- On longer trips, take breaks often.



Required equipment:

- *Vehicle Operation Checklist* & writing instrument
- Road maps and/or directions
- Flashlight and spare batteries
- Fire extinguisher
- First aid kit (sealed in plastic bag, with extra Band-Aids & alcohol wipes)
- Blanket
- Signage for parking along pathways
- Warning devices (pylons)
- Communication device (working, charged cellphone)

Before driving:

- Access vehicle/gate keys and any other required equipment from pre-determined storage location.
- Complete key and vehicle sign out procedure to avoid conflicts with other users.
- Conduct vehicle walk-around and complete *Vehicle Operation Checklist*.
- Review *Vehicle Emergency Procedures* and communicate to all Workers.
- Ensure only Friends of Fish Creek and Alberta Environment & Parks (staff, volunteers, program participants) enter/access the vehicle.
- Review directions and/or road map and check weather conditions and forecast for both destination and travel route.
- Complete the First Five Minutes form, being sure to address all the activities involved in the shift including driving, watering, fence repair, equipment loading, etc. Communicate potential hazards and mitigation strategies to all involved.
- Start Mobile Timeclock, using appropriate activity for each volunteer involved.
- Adjust driver's seat and mirrors.
- Ensure all doors/cabinets are shut, equipment and load are effectively secured.
- Turn lights on to increase visibility for those coming up from behind.
- Check to ensure all driver and passenger seat belts are secured. Avoid reclining the seat too far back as seatbelts and head restraints can be ineffective.
- Reduce ergonomic strain/injuries related to driving by correctly adjusting your head restraint, seat, arm rests, etc.



While driving:

- When driving, focus on driving and driving alone. Do not engage in distracting behavior, such as eating, cell phone use, etc.
- Be a professional and courteous driver. Be prepared to avoid unsafe situations by practicing safe and defensive driving.
- Be aware of your surroundings, including potential hazards above such as energized overhead electrical conductors, hazardous trees, etc.
- Maintain a safe distance away from pathway users and other vehicles.
- Keep the vehicle under control at all times.
- Be prepared for changes in road, weather, and traffic conditions.
- Be cautious of wildlife encounters when driving at night, through wooded, mountainous, rural areas and/or parks.

While driving on park trails:

- Continue to adhere to the above instructions.
- Only authorized vehicles are to drive on park pathways.
- Turn on 4-way flashers to increase vehicle visibility.
- Drive only when necessary; walk, if possible, with equipment in wagon.
- Avoid driving on pathways during very busy park times, such as weekends.
- Drive on paved pathways, avoiding shale trails when possible.
- Reduce speed when driving on loose/wet surfaces to minimize splash/dust.
- Ensure vehicle is easily identifiable by other pathway users.
- Keep both front windows open (unless weather prevents) and keep the stereo off to increase awareness of what is going on outside the vehicle.
- Yield to all pathway users. Pull off the pathway and slow or stop completely. Actively greet all pathway users with a smile, friendly wave, and thanks.
 - Be aware that some park users may not be aware of your presence (earbuds or headphones, children, distractions, etc.). Avoid using the horn; patiently drive a safe distance back from them until they notice you. If absolutely essential, slow down so you are much farther back and lightly tap the horn or bicycle bell to alert the user to your presence.
 - Exercise great caution around potentially unpredictable trail users such as young children, pets, strollers, new cyclists/in-line skaters/skateboarders.



- Be on the lookout both in front and behind for high-speed trail users such as cyclists, skateboarders and in-line skaters. Signal and move off the pathway to allow them to pass and offer a friendly wave.
- Drive according to the conditions; trails may be wet, snowy, or icy.
- Always drive at speeds lower than 20km/hr. At times, you may reach the speed limit (ex. straight stretch of pathway with no pathway users).
- When passing pathway users, you will need to slow right down or even stop to allow safe passage.
- Exercise caution when driving through areas with pull-out posts, gates, and boulders. Leave all locks, gates, and pull-out posts the way they were found.
- Be especially careful regarding steep or narrow trails, sharp corners, dead end trails.
- Some bridges in the park are too narrow for vehicles to cross safely. Ex: When accessing Stream Changes Trail area south of BVR, access via Bow Bottom Trail then use the pathways south of the creek rather than trying to cross Bridge 11.
- Be aware of trees and vegetation encroaching on the trail as these may conceal wildlife and/or pose hazards for pulling off the trail and/or turning around.
- Driving off trail is strictly prohibited.
- Minibus is meant for use within Fish Creek Provincial Park only.

When fueling stewardship trucks:

- Shut off the engine and stay at the pump while filling, then replace the cap.
- Refrain from smoking, using cellphone, re-entering the vehicle, overfilling tank (don't top-off).
- Pay for fuel using method pre-approved by FoFC staff.

When parking the vehicle along park pathways:

- Ensure the vehicle is moved off the path as much as possible, and place appropriate signage in line with the vehicle at approximately 20m behind and in front of the vehicle to alert oncoming pathway users.

When parking the vehicle along roads/highways:

- Ensure vehicle is moved off the roadway and activate 4-way flashers or position warning devices (pylons) without delay to increase visibility for oncoming traffic. Warning devices should be placed in line with the vehicle as well as 75m behind and in front of the vehicle.



When cleaning stewardship trucks:

- Use wash bay located in far north bay of east shop building.
- Ensure all windows and doors are securely closed and equipment unloaded from open box.
- Ask Venturers Society Crew Leaders to invite participants to take part in washing if they desire/have time.
- Use wash equipment in accordance with training, being sure that water is directly only at vehicle, not surrounding equipment, tools, etc.
- Ensure hoses and wash equipment are off and area is clean before leaving.
- Report any new vehicle damage found to FoFC staff.

When cleaning the minibus:

- Use cleaning supplies located near large barn door.
- Sweep out all debris, then wipe surfaces with clean cloth and cleaner.
- Put dirty cloths in bin for washing.
- Report any new vehicle damage found to FoFC staff.

When parking vehicles (at end of outing):

- Ensure ample fuel for the next driver. If less than $\frac{1}{4}$ tank, contact Friends of Fish Creek staff or Truck Crew Leader.
- Always park the Dodge Ram 5500 Stewardship Truck in the far southeast parking stall in the east shop parking lot. Additional trucks should be parked next to it.
- Always park the Minibus inside the east bay of the red barn and plug in charging cable.
- Leave ample room around the vehicle for nearby vehicle and/or tool access.
- Complete *Vehicle Operation Checklist*. The Checklist will be submitted to Friends of Fish Creek monthly by the Truck Crew Leader, but any issues must be reported by the driver as they arise.
- Return and sign-in vehicle, equipment, and gate keys to pre-determined storage location.



SAFE WORK PRACTICE 15B – Watering Crew Protocol and Procedures

SWP Purpose

The FoFC is committed to a safe work environment for all Workers. We have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Worker* authorized to operate a vehicle for the FoFC. This information pertains to the Friends of Fish Creek Stewardship Trucks.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs, SWP – Working with Tools, SWP – Working with Gas-Powered Tools and Equipment with Moving Parts* and *SWP – Safe Lifting Procedures* as well as the *Restoration Site Watering* document.
- Empty the water tank fully prior to unloading or loading the tank onto the truck bed. Water tank should be lifted by at least 2 people.
- Be cautious of slippery surfaces and slippery truck bed.
- Ensure watering valve is closed during transport to prevent leaks.
- Secure the watering tank to the truck bed using ratchet straps and secure loose strap ends.
- Tip the watering tank to fully drain excess water to prevent freeze thaw and cracking to the valve.
- Use pylons, safety signage and/or STOP paddles to control traffic of park users within and near watering site and when filling up watering tank.
- Take care to not discharge any excess water onto paved pathways or bridges. Empty the watering hose when not in use.



SAFE WORK PRACTICE 16 – Working During a Public Health Emergency/Pandemic

SWP Purpose

The Friends are committed to a safe work environment for all Workers. We have developed this SWP to ensure Volunteers are prepared appropriately to mitigate hazards associated with working during a public health emergency/pandemic. The increased risk of this situation means that additional health and safety protocols must be in place to decrease the risk of exposure.

Scope

This SWP applies to all *Workers* active during a public health emergency/pandemic.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

It is the responsibility of the *Volunteer* to be aware of and comply with the requirements outlined in this SWP.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs, SWP – Respectful Workplace, SWP – Encounters with the Public* and *SWP – Biohazards and Hazardous Materials*.
- All Workers are required to practice general wellness and personal hygiene.

General Wellness

- Stay up to date on [health and safety requirements](#) as outlined by Alberta’s Chief Medical Officer of Health (CMOH).
- Conduct a personal health screening prior to arriving for your shift, using [Alberta Health Services’ Daily Health Checklist](#) for yourself and any youth/children accompanying you prior to attending a volunteer outing or event in the park. If any “yes” answers, do not attend for a work/volunteer shift and follow guidance laid out by AHS in the Daily Health Checklist document.
- Follow the required physical distancing measures. This may include working behind a physical barrier or standing behind a marked tape line when interacting with the public. If the task at hand requires you to work closer than the required physical distance, wear the appropriate PPE necessary to reduce the risk of transmission (ex. well-fitted, 3-ply face covering/mask).



- Regularly clean and disinfect surfaces, especially objects or surfaces touched by multiple members of the public. This includes surfaces you have touched on your way to work, such as door handles, steering wheels, etc.
- If you begin to feel symptoms of illness during work, inform your supervisor and discuss how to safely leave the worksite immediately without risking further exposure to others:
 - Discuss an alternate plan if you took public transit to get to work.
 - Go directly home without stopping anywhere on the way.

General Hygiene

- Avoid touching your face, nose, or mouth with unwashed hands.
- Avoid contact with people who are suspected/confirmed as sick.
- Exercise proper respiratory etiquette (i.e., cough/sneeze into bent elbow, promptly disposing of used tissue in trash and then washing hands).
- Stay home and away from others if you are feeling ill or have been in contact with anyone suspected/confirmed as sick, as per current public health recommendations.
- Bring your own labelled tools/equipment if possible and applicable and do not share with others.
- Bring your own drinks and food, and do not share with others.

Hand Hygiene

- Wash your hands well and often, as outlined in public health recommendations (i.e., use soap and water, scrubbing for at least 20 seconds).
- If hand washing facilities are not available, use an alcohol-based sanitizer (containing minimum 70% alcohol) and rub for minimum 20 seconds.

Cleaning/Disinfecting Tools/Equipment

- Ensure all Workers are aware of the difference between cleaning (i.e., removing visible dirt, grit, soil), and disinfecting (i.e., the use of a chemical to kill germs on a surface). Both measures need to be taken.
- Use a “wipe-twice” method to clean (first wipe) and disinfect (second wipe).
- Increased cleaning/disinfecting of all high-touch surfaces will be conducted by the first staff in the office each day. High-touch surfaces include light switches, doorknobs, counters, surfaces, tables, kitchen appliances, office equipment, chair backs, railings. High touch surfaces will be cleaned/disinfected regularly throughout the day.



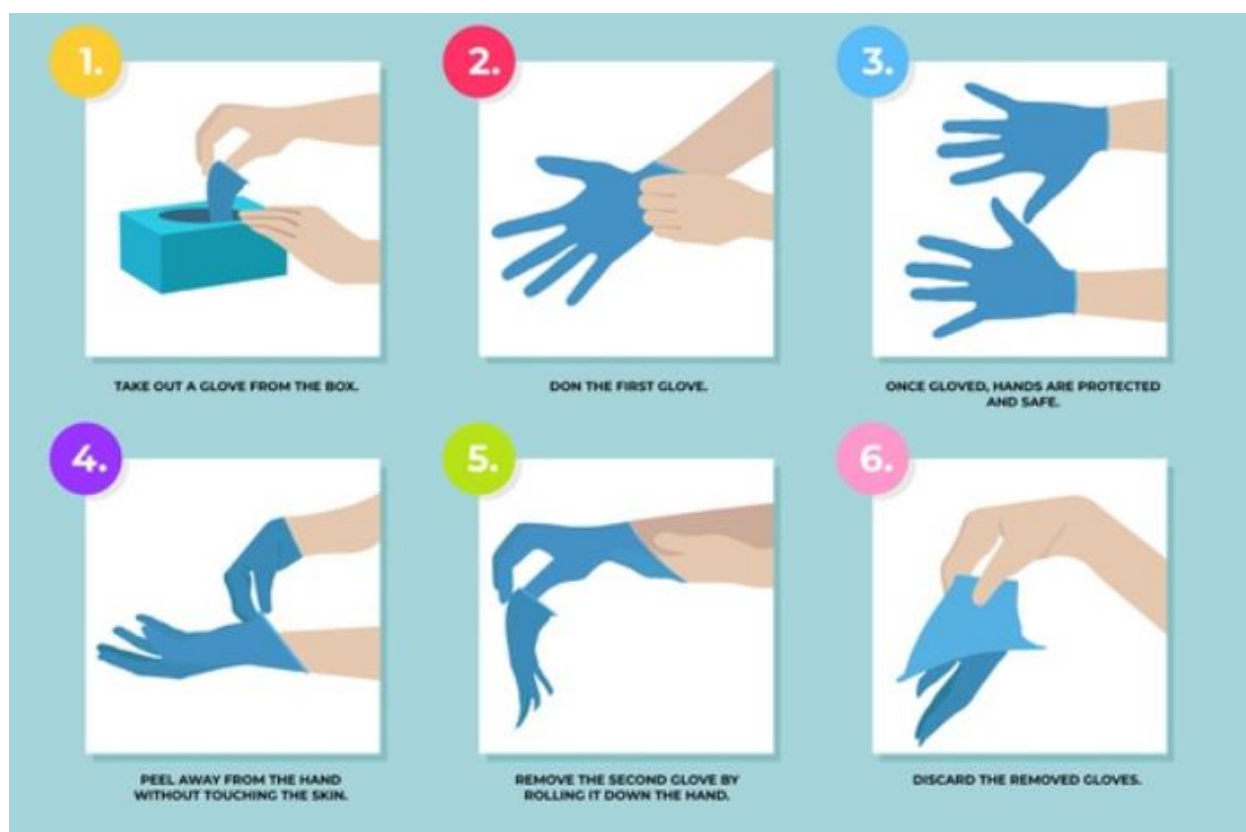
- All staff are to clean/disinfect their personal workstations daily, upon arrival to the office.
- Additional cleaning/disinfecting of all surfaces will occur if a Worker has developed symptoms of illness during their shift.
- Hand sanitizer, surface cleaner and disinfectant will be made available in areas of volunteer access for program equipment/supplies.
- All borrowed equipment will be cleaned/disinfected with approved supplies provided upon return by the volunteer if used for an unstaffed program. If staff are present, volunteers and staff may work together to disinfect equipment with approved supplies.
- Gloves should be worn during the use of all disinfectant solutions.
- Be sure to take the appropriate precautions when using chemicals for cleaning and disinfecting. Consult the products Material Safety Data Sheets (MSDS) if available.
- Items that cannot be easily cleaned/disinfected will be taken out of circulation (e.g., field/equipment backpacks).

Personal Protective Equipment (PPE)

- Use the available PPE for the specific task at hand. If PPE is deemed necessary for a task, it will be provided by the Friends. For all items of PPE, ensure you do the following:
 - Wash or sanitize hands prior to and immediately after putting on and immediately after removing.
 - Inspect all PPE to ensure it is intact prior to use.
 - If single use, be sure to dispose of item in designated location after one use (do not reuse).
 - Use the steps associated with each item of PPE below to minimize contact with potentially contaminated surfaces.
 - Use face covering when the requisite physical distancing is not possible or cannot be maintained.
- Consider using any or all the following as they relate to the activity by which you will be involved:
 - Hand sanitizer – will be made available for both indoor work and fieldwork. It will be administered by one designated person during a shift to reduce the possibility of contamination.
 - Eye protection – use only approved safety goggles that will not shatter. If you wear glasses, you will need to wear eye protection over your glasses to provide shatter protection.



- To put on – position goggles over the eyes and secure to head using the earpiece or headband attached, then adjust for comfort.
 - To remove – handle only by the headband or earpiece; carefully pull away from face and place in appropriate container for cleaning/disinfecting, or in a plastic bag if they are your gloves and you are taking them home to wash (if so, be sure to dispose of plastic bag and not reuse).
- Hand protection – washable work gloves or disposable nitrile gloves. Washable gloves should be placed in labelled container or plastic bag for cleaning or disinfection (plastic bag should be disposed). Disposable gloves should be placed directly in garbage.
- To put on – carefully pull on one glove, then the second by pulling away at the wrist, so as not to touch the glove surface.
 - To remove – carefully pull off one glove, then the second by pulling away at the wrist, so as not to touch the glove surface.
 - **When wearing gloves, be sure not to touch your face, as they may be contaminated.





- Mask/face protection – well-fitted, non-surgical face covering that (ideally) has an added filter or layer of material for extra protection.
 - Clean your hands with soap and water or hand sanitizer before and after touching the mask.
 - Remove a mask from the box and make sure there are no obvious tears or holes in either side of the mask.
 - Determine which side of the mask is the top. The side of the mask that has a stiff bendable edge is the top and is meant to mold to the shape of your nose.
 - Determine which side of the mask is the front. The colored side of the mask is usually the front and should face away from you, while the white side touches your face.



- To put on – follow the instructions below for the type of mask you are using.

Face Mask with Ear Loops: Hold the mask by the ear loops. Place a loop around each ear. Mold or pinch the stiff edge to the shape of your nose. Pull the bottom of the mask over your mouth and chin.

Face Mask with Ties: Bring the mask to your nose level and place the ties over the crown of your head and secure with a bow. Then take the bottom ties, one in each hand, and secure with a bow at



the nape of your neck. Pull the bottom of the mask over your mouth and chin.

Face Mask with Bands: Hold the mask in your hand with the nosepiece or top of the mask at fingertips, allowing the headbands to hang freely below hands. Bring the mask to your nose level and pull the top strap over your head so that it rests over the crown of your head. Pull the bottom strap over your head so that it rests at the nape of your neck. Pull the bottom of the mask over your mouth and chin.

- To remove – follow the instructions below for the type of mask you are using.

Face Mask with Ear Loops: Hold both ear loops and gently lift and remove the mask. Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

Face Mask with Ties: Untie the bottom bow first then untie the top bow and pull the mask away from you as the ties are loosened. Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

Face Mask with Bands: Lift the bottom strap over your head first then pull the top strap over your head. Throw the mask in the trash. Clean your hands with soap and water or hand sanitizer.

- For detailed instructions, please [click here](#).



SAFE WORK PRACTICE 17 –Working Alone

SWP Purpose

FoFC is committed to a safe work environment for all Workers. The Friends encourage Volunteers to work with a partner or in a group. Should you find yourself working alone, we have developed this SWP to ensure Volunteers are prepared appropriately.

Scope

This SWP applies to any *Volunteer* working alone while conducting a task or working with the Friends.

Responsibilities

It is a requirement of the *Volunteer* to be aware of and implement this SWP.

The Friends are responsible to ensure that all *Workers* have a complete understanding of the process in place for *Volunteers* to follow when working alone.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs, SWP – Travelling in the Park, SWP – Encounters with the Public* and *SWP – Plants and Wildlife in the Park*.
- Working with a partner is the preferred arrangement to be used at Friends of Fish Creek. Avoid working alone whenever possible, and only as a last resort or when all work alone protocols have been followed.
- Working alone means to work alone at a work site in circumstances where assistance is not readily available in the event of an injury, illness, or other emergency.
- It is the responsibility of the Worker to notify the supervisor of the situation prior to doing any work alone.
- The Worker must have a first aid kit, a working cell phone and a charged battery pack when working alone. An emergency contact list will accompany each Worker in their program equipment kit. Workers are also encouraged to have emergency phone numbers programmed into their cell phone for quick and easy reference.
- An emergency phone list must be in each vehicle at all times.



All Volunteers that are working alone must communicate on a regular basis. This time frame must be agreed upon by both the *On-site Supervisor* and the Worker in the *Working Alone – Check-in Protocol*. If electronic communication is not possible, a Worker will visit the Volunteer at regularly scheduled intervals.

- Consult your direct supervisor if you have any questions regarding the topic of working alone.
- If working alone in the field, Volunteers must use the Mobile Timeclock to sign in and out of their shift using the *MyImpactPage* app.

Working Alone – Check-in Protocol

All efforts are to be made to avoid working alone, especially in the evenings and during the off-season when days are shorter. For example, arrange for a fellow staff person or volunteer to work with you.

- Persons working alone should establish a check-in and check-out contact and communicate the timeframe they expect to be working alone.
 - *For shifts under 3 hours*: the Worker will notify the check-in person when they arrive to the worksite or work starting point, and again when they have safely returned for the day.
 - *For shifts longer than 3 hours*: the Worker will communicate with the check-in person when they arrive to the worksite or work starting point, halfway through the shift, and when they have returned at the end of the shift.
- Working alone in the office:
 - Volunteers working in the office must be accompanied by a staff person.
 - Staff should use the “arm stay” function on the alarm pad to arm the front door alarm sensor and can move freely in the office.
 - Keep electronic keypad locked from the inside.
 - Lock inner door manually from the inside.
 - Keep blinds drawn to reduce visibility from the outside.

Calgary Emergency Services 9-1-1.
Calgary Police Service Non-Emergency Line 403-266-1234.
Kananaskis Emergency Services 403-591-7755.
Friends of Fish Creek 403-238-3841 (Office hours only).



SAFE WORK PRACTICE 18 – Safe and Responsible Fire Keeping

SWP Purpose

FoFC is committed to a safe work environment for all Workers. In circumstances where Workers are starting or keeping a campfire in the park, we have developed this SWP to ensure Volunteers are prepared to prevent wildfire and maintain a safe environment for all.

Scope

This SWP applies to any Worker starting, keeping, and stewarding a campfire in the park.

Responsibilities

It is a requirement for the *On-site Supervisor* to implement this SWP.

The Friends are responsible to ensure that all *Workers* have a complete understanding of the process in place for *Volunteers* for safe fire keeping.

Ensure a safe work environment is upheld and maintained:

- Adhere to the *General Safe Working Practice for Volunteer Programs, SWP – Encounters with the Public, SWP – Plants and Wildlife in the Park, SWP – Safe Lifting Procedure, SWP – Working at Ground Level* and *SWP – Safe Food Handling*.
- Before a campfire, Workers must check to ensure there is no fire ban in place.
- Any chopping of wood must be completed prior to event before public arrives.
- Campfires may only be started in designated firepits. If portable firepit is to be used, permission must be obtained from Alberta Parks staff in advance of event. Portable firepits may only be used on non-combustible surfaces, such as shale or asphalt (never on grass or other surface that can be damaged by heat or catch fire) and must be placed a safe distance from readily combustible materials such as dry grass.
- Fires should always be attended by at least two Workers who have been designated as responsible for fire keeping.
- Before starting a campfire, Workers shall ensure buckets of water or fire extinguisher, first aid kit, and a charged cellphone are readily available in case of emergency or wildfire.
- Safe and responsible fire keeping conservation messaging shall be strictly followed and modeled for public by Volunteers.



- Safe and responsible fire keeping conservation messaging must be prominently displayed or communicated by Workers to visitors at every campfire experience.
- It is the responsibility of the Worker to ensure parents or guardians accompany and actively supervise their children or youth at public events and that children using roasting sticks are actively assisted.
- Workers are responsible for ensuring all tools (axes, roasting sticks, lighters, etc.) are inspected prior to use. Tools must be used for their intended purpose and shall only be used by authorized and trained Workers.
- Appropriate personal protective equipment (PPE) must be worn or used when engaging in various tasks.
- Tools and PPE for various fire-related tasks:
 - Chopping – axe, eye protection, gloves, steel-toe boots (should be done in advance of public arriving for event to reduce risk of injury).
 - Lighting/maintaining/extinguishing fire – lighter or matches, gloves, fire poker, water or fire extinguisher.
- Safe and responsible fire keeping conservation messaging, includes:
 - Always check for fire ban before planning to have a fire.
 - Bring your own firewood (do not collect natural deadwood from the park).
 - Use locally sourced firewood to reduce the spread of insect and diseases.
 - Have fires only in designated firepits.
 - Never leave a fire unattended.
 - Never burn garbage, plastic, or pressure-treated wood.
 - Never leave food or food containers, coolers, etc. unattended.
 - Always fully extinguish a fire prior to leaving.
 - Always dispose of garbage in proper garbage bins, not firepits.
 - Always closely supervise children and youth around fires.

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Friends of Fish Creek Provincial Park Society
PO Box 2780 Station M
15975 Bow Bottom Trail SE, Calgary, AB T2P 2M7
403-238-3841
www.friendsoffishcreek.org