



RCMP
HERITAGE
CENTRE

LE CENTRE DU
PATRIMOINE
DE LA GRC

RCMP Heritage Centre Volunteer Handbook



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Introduction

Welcome

Welcome and thank you for volunteering with the RCMP Heritage Centre. As a volunteer, you are part of a team of staff and volunteers working together to empower the RCMP Heritage Centre to achieve its goal of providing exceptional visitor services. Your contributions, dedication and commitment are very important.

This Volunteer Handbook will introduce you to the RCMP Heritage Centre, its mission, history, guidelines and policies. You are encouraged to familiarize yourself with the handbook. This is a valuable resource and will assist you in your volunteer duties.

Mandate

The mandate of the RCMP Heritage Centre is to share the story of the RCMP.

Mission

To support the RCMP Heritage Centre in sharing the story of the RCMP with locals and tourists alike.

Introduction

Vision

The RCMP Heritage Centre is the world's premier institution, commemorating and sharing the story of the RCMP.

Values

Guided by core values of the RCMP: integrity, honesty, professionalism, compassion, respect, accountability, the RCMP Heritage Centre values are focused on:

- **Colaboration:** there are many moving parts to the Heritage Centre- it is important we work together to achieve common goals
- **Acceptance:** We undoubtedly accept all in sharing the experience of visiting the Heritage Centre
- **Respect:** We are able to interact with the public and fellow staff in a respectful manner and treat each other with kindness
- **Excitement:** The RCMP Heritage Centre has so much to offer and always has room to grow- we have a lot to be proud of and we reflect our visitors' excitement in our customer service

Our Home

Overview

The RCMP Heritage Centre opened on May 23, 2007 on RCMP property adjacent to the RCMP Academy “Depot” Division, where Mounties have been training since 1885.

The 65,000 square foot facility houses 18,000 square feet of exhibits, as well as space for retail, programming, administrative offices and artifact storage. The building is owned and operated by the Mounted Police Heritage Centre a non-profit, charitable organization incorporated under the Non-Profit Incorporations Act of Saskatchewan.

The Centre is committed to being the world’s single premier institution commemorating and sharing the story of the Royal Canadian Mounted Police through artifact based exhibits, new state-of-the art contemporary installations, audio/visual content, tours, live events, and curriculum based youth programming. The RCMP Heritage Centre is one the largest heritage projects in Canada. Through state of the art exhibits, multimedia technologies and engaging programming the story of the Royal Canadian Mounted Police and the Force’s role in the development of Canada is told in this authentic setting adjacent to the RCMP Academy.

Our Home

Exhibits

Topics covered by the exhibits are both historical and modern in scope. The visitor will leave with an understanding of the role that the RCMP played in settling the West, how the Force has changed and adapted to meet the needs of Canadians in the last century, and how the modern day RCMP works in communities here at home and in countries around the world.

At the RCMP Heritage Centre visitors will experience state of the art theatre, multimedia technologies and engaging programming that breathes life into the remarkable story of the RCMP and Canada. Following is a short introduction to the exhibits you will experience:

- **Maintaining Law and Order in the West:** By 1885 law and order had been firmly established in the Northwest by the NWMP. The Force had suppressed the whisky trade, established fair and amicable relations with First Nation tribes, and was ensuring the safety of the settlers and rail workers. This exhibit highlights the March West, the Northwest Campaign, and the arriving of Chief Sitting Bull in Canada.

Our Home

Exhibits

- **Protecting the North:** Arctic patrols were carried out by the NWMP to ensure law and order, maintain good relations with native people, and protect sovereignty. This exhibit highlights the challenges the NWMP faced, the Lost Patrol and the Mad Trapper of Rat River.
- **Serving All of Canada:** This exhibit space shares with visitors the evolution of the Force throughout the 20th Century in response to an ever changing community. Topics include the NWMP receiving its royal designation, various campaigns including the 1885 Northwest Campaign, South African War, First and Second World Wars, community policing, national security and preserving the peace.
- **Cracking the Case:** This exhibit presents the high tech side of modern policing through the use of forensic science by making the visitor an active participant in a criminal investigation.
- **March of the Mounties:** The March of the Mounties is a powerful, evocative sculpture that stretches the full 30 meter length of the Main Exhibition Hall. Through the use of large scale artifacts it demonstrates the evolution of transportation in the RCMP.

Our Home

Public Spaces

In addition to the exhibit areas the RCMP Heritage Centre has several public spaces that a visitor will experience on their visit:

- **SGL CANADA Theatre:** The SGL CANADA Theatre is the most prominent feature in the powerful architecture of the building and a key element in the overall visitor experience. The “Courage in Red” show is a twenty-seven minute custom-designed multimedia show that is part documentary, part gritty police drama. Computer-controlled lighting effects, wide-screen video projection and surround sound are brought together in a show that keeps visitors on the edge of their seat.
- **Regimental Lobby:** The 2,600 square feet lobby is the first point of contact for visitors as they enter the Heritage Centre and will serve as a center point of gathering in the building. concession, coat room, entrance to the patio, and a large donor wall.
- **Heritage Room:** The large 2,700 square feet community programming room plays a central role in the educational programs that are delivered to visiting schools, tour groups and community members. It is also the main venue for weddings and other events.

Volunteer Program

Volunteer Rights and Responsibilities

At the RCMP Heritage Centre we highly value our volunteers and the significant contributions you make to our work in the community. As a registered non-profit charity, we rely on you to assist in several key areas which allow us to ensure ongoing sustainability. Without our volunteers we would not be able to operate this world-class attraction at the level expected by national museum standards.

Because of your important role, it's essential to know the rights and responsibilities of being a volunteer for the Heritage Centre. All of our volunteers have the right to the following:

- To be treated as a valued member of our team
- To a suitable assignment with consideration for preference, education and skills
- To a well-planned program of training and supervision
- To continuing education on the job and the follow-up to initial training
- To sound guidance and direction
- To be heard, to feel free to make suggestions, and to be respected
- To be recognized through day-to-day expressions of appreciation and appreciation events

Volunteer Program

Volunteer Rights and Responsibilities

In return we ask our volunteers to take on the following responsibilities:

- To be sincere in the offer of service and believe in the value of the job to be done
- To be loyal to the organization and the staff with whom they work
- To maintain the dignity and integrity of the organization with the public;
- To understand the job he or she undertakes
- To carry out duties promptly and reliably to the best of their ability
- To be willing to learn and participate in orientation and training programs, and to continue to learn on the job
- To accept the guidance and decisions of the organization
- To maintain a smooth-working relationship with others and stay within the bounds of the volunteer placement description
- To contribute to supervision by self-evaluation and willingness to ask

Volunteer Program

Volunteer Opportunities

The RCMP Heritage Centre can offer you different volunteer opportunities. It is important to take into consideration your schedule and length of time commitment before choosing an area.

Opportunities include:

- **Gift Shop/ Trading Post:** Volunteers play a key role in the successful operation of the Heritage Centre gift shop. Working in this area you will be asked to help customers, perform light cleaning duties and wrapping or bagging purchases. This is a perfect opportunity for volunteers who enjoy working with members of the public and enjoy offering outstanding customer service.
- **Tour Guide:** A guide shares information with visitors about the RCMP Heritage Centre, its exhibits, and the RCMP historical collection. Guides also answer visitor questions and ensure that prohibited activities (such as eating in the exhibit gallery) do not occur. This opportunity is great for someone who likes to interact with a large number of people.
- **People Mover Drivers:** Drivers are required during the summer months to drive visitors over to “Depot” Division on scheduled tours. Drivers must be retired RCMP members or have valid RCMP security clearance.

Volunteer Program

Volunteer Opportunities

- **Special Events:** Occasionally the RCMP Heritage Centre hosts large special events or fundraising activities that require volunteer support. This is an ideal role for individuals who prefer opportunities that are sporadic. Duties may include event set-up and take-down, greeting the public, food preparation and service, and helping children with crafts or games, and more.
- **Educational Programming Assistant:** The RCMP Heritage Centre has wonderful educational programming and volunteers are needed to help with organizing materials, working with school groups, and supporting our programming team. We also need volunteers to be outreach instructors. This is a great opportunity for individuals who enjoy working with children and the public.
- **Administration:** Guiding the RCMP Heritage Centre is a team of people who are responsible for operations, marketing, fundraising, and programming. As a non-profit organization we rely on volunteers to help us enhance these areas with their skills and time. This is a perfect opportunity for individuals with particular skill sets or those looking to enhance their work-related experience.

Volunteer Program

Benefits of Volunteering

Volunteers play an essential role in the mission of the RCMP Heritage Centre and we are grateful for the time you give. In recognition of the commitment you have made to your volunteer assignment, the Heritage Centre offers the following benefits to volunteers:

- **Discount on Admission Rates:** All volunteers have free access to the Heritage Centre before and after their scheduled shift. After volunteering twice in a year you receive a free annual membership.
- **Discounts in the Gift Shop:** As a volunteer, you are entitled to a 15% discount on purchases at the RCMP Heritage Centre Gift Shop.
- **Volunteer Recognition Dinner:** Each year a dinner is held to recognize the efforts of the volunteer staff. Awards are also presented for the years of service donated.
- **Volunteer shirt:** To be worn while volunteering.
- **References and Recommendations:** The RCMP Heritage Centre would be pleased to write you a letter of recommendation and/or offer a reference in recognition of your volunteer service.
- **Certification Program:** The Heritage Centre offers a certification program to assist volunteers for future professional development

Volunteer Program

Volunteer Requirements

New volunteers at the RCMP Heritage Centre are required to:

- Complete a volunteer application
- Sign a confidentiality agreement
- Meet with a member of our staff for a brief interview
- Attend an orientation session and training opportunities
- Obtain a Regina Police Service Criminal Record Check
- Abide by the Volunteer Rights and Responsibilities
- Begin training opportunities

Termination

You may discontinue your service at any time. We also reserve the right to discontinue the volunteer service relationship.

Volunteer Program

Frequently Asked Questions

Who do I call if I can't make it for my scheduled volunteer shift?

If you are scheduled to volunteer in the Gift Shop please contact Barry Tempel at 306. 719.3002. All other volunteers should please contact Chari Lalonde at 306-710-3010 or Dan Toppings at 306.719.3034.

Where may I leave my belongings?

Personal belongings such as bags and purses are not allowed in the Gift Shop or in the Exhibit Gallery .You may leave your belongings in the staff/volunteer locker rooms. Small lockers with keys are provided. If you wish to use a large locker, please ensure you bring a combination lock. Locks must be removed at the end of each volunteer shift. The RCMP Heritage Centre is not liable for any lost or stolen items.

How will people know I am a volunteer?

Each volunteer will receive a name badge denoting that they are a volunteer. This badge should be worn at all times during your shift.

What do I do if a visitor is behaving inappropriately?

Please advise the individual of their inappropriate behavior. If the behavior continues, they may be asked to leave the museum with no return of funds. If you are not comfortable approaching the individual, please advise the Admissions Desk.

Volunteer Program

Frequently Asked Questions

What should I wear when I am volunteering?

As it is important for our visitors to be able to visually identify staff and volunteers during their visit, we ask that you wear the following during your volunteer shift at the Heritage Centre:

Gift Shop: volunteers will be provided with a RCMP Heritage Centre golf shirt which you are asked to wear during your shift. Please pair with khaki or beige slacks.

Guide: volunteer guides with affiliation to the RCMP may wear their red or blue regimental blazers, or will be provided with a RCMP Heritage Centre golf shirt. Please pair with khaki or black slacks.

All volunteers: Please wear closed-toe walking shoes with good cushion and support as the flooring in the Centre is concrete.

Who do I ask for help if I can't answer a visitor's question?

Gift shop volunteers should seek assistance from the manager on duty. Guides should direct visitors to the admissions desk for general inquiries. If someone inquires about an exhibit, artifact, or historical question that you cannot answer, please record the individual's name and phone number for follow up and provide the information to the Admissions Desk. They will forward your request to the RCMP Historical Collections Unit.