



# Volunteer Handbook



Calling Community  
**Clean Up Volunteers**

**FREE** clean up supplies

Register at:

[hamilton.ca/teamuptocleanup](http://hamilton.ca/teamuptocleanup)





## **What is the Team Up to Clean Up Program?**

Team Up to Clean Up is a year-round city-wide community cleanup program that helps keep public places in your neighbourhood clean and safe for everyone. This program provides all the tools you need to run a community cleanup including gloves, and specially marked recycling and garbage bags. You can host a clean up event on City property including parks, trails, alleyways, streets and parking lots.

### **How it Works**

Determine your program stream. Choose one of the two streams that best aligns with the type of clean up event you would like to organize.

#### **One-Time Event Stream**

This stream is for those organizing a community cleanup event. Even if you host multiple events each year, you would register each event individually.

#### **Ongoing Stream**

This stream is for those looking to have supplies on hand at home for sporadic or regular litter collecting activities.

#### **Choose a location**

Select an area where you've noticed a lot of litter, such as:

- Sporting events
- Neighbourhood streets
- Vacant lots or parking lots (ensure you have the owner's permission)
- Parks, trails or play areas
- We discourage cleanup near busy streets due to safety concerns

#### **Set the date**

Arrange a date and time that will ensure a good turnout of volunteers. Set a rain date in case of bad weather.



### **Gather volunteers**

Find volunteers by encouraging your friends, family and neighbours to join your cleanup event.

### **Pick Up Supplies**

Arrange for a volunteer to pick up your supplies (orange/yellow litter bags, clear recycling bags, gloves) from the Municipal service Center you selected on your registration form. Most Municipal Service Centres are open between 8:30 am and 4:30 pm Monday to Friday (except statutory holidays). Check [Municipal Service Centre locations](#) and hours online before you visit.

### **Host Clean up**

#### **Review Health & Safety and Toolkit information With Volunteers**

Before starting the clean-up, ensure all volunteers have reviewed the health & safety information available in the Team Up to Clean Up Toolkit. Ensure all volunteers have signed the volunteer waiver and photo consent form.

#### **Host your cleanup on the registered date or set rain date**

Promote your event by sharing before and after photos on social media using [#TeamUpToCleanUp](#) and [#cleanhamont](#).

Tag us in your photos using our social media handles:

Instagram: [@cityofhamilton](#)

X: [@cityofhamilton](#)

LinkedIn: [@cityofhamilton](#)

### **Dispose of Litter**

The litter you collect from your Team Up to Clean Up event should be disposed of using the option you selected on your registration form.



## **Benefits of Team Up to Clean Up**

Team Up to Clean Up:

- 🌱 Help keep parks, green spaces and the City of Hamilton clean
- 🌱 Gain a sense of collective community goals and civic pride
- 🌱 Motivation to be active and outdoors
- 🌱 Help preserve natural spaces and resources
- 🌱 Help reduce crime and vandalism
- 🌱 Lead by example and become a Clean and Green Champion

## **The City of Hamilton Roles & Responsibilities**

The City will:

- 🌱 Lead by example in keeping Hamilton clean & green!
- 🌱 Provide the tools you'll need for a successful clean-up (litter & recycling bags, gloves, yard waste bags and safety information)
- 🌱 Pick up garbage, recycling, and yard waste if needed

## **How to Register**

Fill out the application form as either a One-Time Event, or Ongoing at:

[www.hamilton.ca/teamuptocleanup](http://www.hamilton.ca/teamuptocleanup)

## **Volunteer Responsibilities & Terms**

- 🌳 Become familiar with all the documents located in the online Team Up to Clean Up Digital Toolkit: Volunteer Handbook, Health and Safety Tip Sheet, Event Leader and Volunteer Participation Waiver, Volunteer Training PowerPoint presentation and the Photograph / Video Consent, Release and Waiver
- 🌳 Be sure to print off the Event Leader and Volunteer Participation Waiver. As the event organizer, you must have all your volunteers review and sign the waiver when they show up to your event. You will need this if there are any



issues with your event.

- 🌳 It is the responsibility of the group representative to assure all volunteers have received safety training before they participate
- 🌳 Register on [Team Up to Clean Up](#) website, at minimal 2 weeks before your clean up date to receive clean up supplies: gloves, recycle and garbage bags
- 🌳 Complete the Sharing Success Survey after your event
- 🌳 Pick up garbage and recycling
- 🌳 If you're planning an event, more than 15 people (more than just a cleanup) in the park, be sure to contact Recreation Facilities: [Recreation Facility Rentals](#)
- 🌳 Appoint or select a group leader to act on behalf of the group
- 🌳 Observe all laws and regulations relating to safety and such terms and conditions as may be required by the City
- 🌳 Wear appropriate safety apparel during the cleanup; such as safety glasses and protective gloves (if required)
- 🌳 Do not pick up litter on roads, paved or gravel shoulders, medians, bridges, tunnels, overpasses, or around other structures or locations that could pose a danger
- 🌳 Wear clothing that will not impair vision or movement
- 🌳 Ensure that no individual under the age of eighteen (18) is present without a parent or guardian's permission
- 🌳 Ensure no volunteer possesses or consumes illegal drugs, cannabis, or alcohol immediately before or during a clean up
- 🌳 Suspend cleanup activities when weather conditions become inclement (i.e. fog, rain, drizzle, high wind, electrical storms, etc.)
- 🌳 Ensure that pets are on a leash and that no potentially dangerous animals are present that could inflict injury or disease
- 🌳 Work only during daylight hours (1 hour after sunrise and 1 hour before sunset)
- 🌳 Flag closed containers, heavy objects, or suspicious hazardous materials for pick-up and disposal by City staff
- 🌳 Put garbage bags at the designated pick-up site(s) as pre-arranged by the City and the group representative
- 🌳 Notify the City immediately after each clean-up to have garbage bags and debris removed



## **Before your Clean Up**

- 🍃 Ensure that all participants complete the volunteer participant list. Participants under 18 years of age must have the signature of their parent or guardian
- 🍃 Ensure that you have discussed the safety tips and regulations. Identify, evaluate and eliminate Health & Safety risks to ensure that hazards are managed
- 🍃 Make sure you have all tools and materials required to complete your clean up safely and efficiently. Check that your equipment is in good working condition
- 🍃 If you're planning an event in addition to your clean up or a standalone event, planning a B.B.Q, a fundraiser or serving food, be sure to notify Recreation Facilities at [Recreation Facility Rentals](#), they will determine if you require a Community S.E.A.T application
- 🍃 If serving food, ensure that you're following Public Health Guidelines and that one of your representatives has a valid Food Handlers Certificate and is onsite.

## **After your Clean Up**

- 🍃 Ensure that your group leader keeps the participant lists
- 🍃 Share pictures and participant quotes

## **Safety First!**

It is important that all Team Up to Clean Up volunteers have read the Safety Tip Sheet and understand what to do if they come across any hazardous items.

## **Safety Tips**

- ⚠️ Visit the cleanup location before your cleanup date to look for possible hazards
- ⚠️ Have young volunteers ask an adult first if they are unsure about picking up a piece of litter
- ⚠️ Make sure volunteers are safe during the event
- ⚠️ Wear bright clothing so volunteers can find you easily in an emergency
- ⚠️ Have all volunteers work in pairs or small groups



- ⚠️ Ensure all volunteers wear work gloves and closed toe shoes
  - ⚠️ Use tools and equipment safely and as intended to avoid injury
  - ⚠️ Remind volunteers to wash hands before eating and at the end of the day
  - ⚠️ Keep sunscreen and insect repellent on hand
  - ⚠️ Make sure all volunteers drink water and keep hydrated
  - ⚠️ Ensure volunteers take breaks and do not over-exert themselves during the community clean-up
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- ⚠️ If you experience any injuries or illnesses during the clean-up, seek medical attention immediately and complete an incident report form
  - ⚠️ Suspend the cleanup during bad weather (fog, thunder and lightning)

### Hazardous Items

Do not allow volunteers to pick up anything that could be hazardous to their health. This includes, but is not limited to:

- ⊗ Hypodermic needles
- ⊗ Syringes
- ⊗ Urine bottles
- ⊗ Animal carcasses
- ⊗ Jagged glass or other sharp objects
- ⊗ Heavy objects
- ⊗ Air brakes



**\*If you come across any hazardous items, flag them and call 905-546-CITY (2489)\***

### Emergency Response

Charge and bring your mobile phone to call for help (9-1-1) in case of an emergency. After calling emergency services, please call (905) 546-2424 x1482 to report the incident to the City.



## **First Aid Kits**

You are required to supply your own first aid kit. The kit should be readily available and include, at a minimum, bandages, a compression bandage, antiseptic swabs and tweezers. A member of your group must be trained in basic first aid and emergency procedures to properly administer first aid. A first aid kit is provided in the Community Clean Trailer.

## **Planning Tips**

- ✔ Be sure to register on the Team up to Clean up website, at least 2 weeks before your clean up, to ensure you get your clean up supplies in time
- ✔ Organize a clean-up on Important dates, Equinoxes, Solstices, Earth Day, Canada Day or your Birthday (be a clean and green champion on your birthday!)
- ✔ Spread the word to your neighbors and people in your local community to get them excited about a park / green space clean up. Keep a list of those who have interest in helping and keep them informed of the time and day of the big clean up. A simple email list or a Facebook page will keep your group engaged
- ✔ Tour the park / green space and observe the litter there. Determine how the litter will be disposed of: i.e. garbage, recyclable. Leave hazardous material or bulk garbage for City staff to collect
- ✔ Remove and recycle glass bottles before they are broken





## **Share your Success!**

Volunteers, neighbourhoods and Parks Hamilton want to know about your efforts and successes! We encourage Team Up to Clean Up Volunteers to share their success on social media and in local and community newspapers & newsletters.

Please feel free to share any highlights, participant quotes and photos of your event by emailing them to [cleanandgreen@hamilton.ca](mailto:cleanandgreen@hamilton.ca). The Group Photograph / Video Consent, Release and Waiver form in the Team Up to Clean Up online Digital Toolkit must be signed by each photographed volunteer, or by a parent/guardian for volunteers under the age of 16.

## **Important Contact Information**

### **Team Up to Clean Up Information:**

Environmental Services, Business Programs

Email: [cleanandgreen@hamilton.ca](mailto:cleanandgreen@hamilton.ca) Website: [www.hamilton.ca/teamuptocleanup](http://www.hamilton.ca/teamuptocleanup)

### **Team Up to Clean Up Supplies**

Register on our Team Up to Clean Up website at:

[www.hamilton.ca/teamuptocleanup](http://www.hamilton.ca/teamuptocleanup)

### **Events of 15 or more people and beyond a clean-up:**

Contact Recreation Facilities, they will determine if a Community S.E.A.T is required [www.hamilton.ca/recreation/recreation-facility-rentals](http://www.hamilton.ca/recreation/recreation-facility-rentals)

### **Graffiti reporting:**

Call 911 to report graffiti in progress.

Call (905) 546-CITY (2489) to report existing graffiti.

### **Vandalism:**

Vandalism should be reported immediately to the City of Hamilton by calling (905) 546-CITY (2489). Do not intervene.

### **Needles:**

Found a needle, now what?

If you find a needle on public property including sidewalks, streets, boulevards,



parks, trails or facilities, contact the City of Hamilton, Customer Contact Centre, (905) 546-CITY (2489) and report it. [Needle Syringe Supplies and Disposal](#)

### **Bulk garbage and garbage pick:**

Reasonable amounts of garbage can be left in and at existing garbage receptacles inside the park for Parks staff to collect. However, if you have more than 10 bags that can't fit inside already existing garbage receptacles or have unusually large items / bulk garbage, please contact (905) 546-CITY (2489) to arrange a scheduled pick up.

### **Reporting illegal dumping:**

- 🌿 Be aware of activities in your neighborhood. If you see someone illegally dumping or if there are areas where illegal dumping has occurred,
- 🌿 Call (905) 546-CITY (2489)
- 🌿 Provide as much information as you can, including:
  - make/model or license plate number of vehicle description of people
  - any other information you think would help in an investigation

Do not approach anyone you believe is responsible for the dumping. City staff are trained to deal with these situations and are responsible for the investigation.

### **Public Health, Food Safety Program:**

110 King Street West Hamilton, Ontario L8P 4S6 Phone: 905-546-2489

Fax: 905- 546-2787

Email: [foodsafety@hamilton.ca](mailto:foodsafety@hamilton.ca)

### **Encampments:**

We discourage cleanups near busy streets or parks with current or recent encampment areas.

Concerns regarding encampments, please contact the Coordinated Response Team at [unsheltered@hamilton.ca](mailto:unsheltered@hamilton.ca) or call [905-546-2828](tel:905-546-2828)

[City of Hamilton Encampment Response: https://www.hamilton.ca/people-programs/housing-shelter/preventing-ending-homelessness/city-hamilton-encampment-response](https://www.hamilton.ca/people-programs/housing-shelter/preventing-ending-homelessness/city-hamilton-encampment-response)