

Appendix 'B'- Markham Park Ambassador Program Table

#	Program Component	Resources
1	<u>Procedures/ Policies</u> <ul style="list-style-type: none"> Policy Document & Process Mapping to standardize activities and to establish safe and sustainable field practices Checklist provided to Ambassadors with contact information and required details for reporting of concerns and issues Quality Control Checklist developed for use of staff overseeing field program 	Parks & By-laws York Regional Police ITS Contact Centre Legal
2	<u>Recruitment</u> <ul style="list-style-type: none"> Invitation to all Markham Ratepayer Associations Invitation to all Sports Field User Groups Invitation to Markham Service Clubs At-Large recruitment through newspaper/ Portal Applicants to be screened by York Regional Police 	Parks & By-laws York Regional Police
3	<u>Training</u> <ul style="list-style-type: none"> Core Program delivered by York Regional Police Parks & By-law Staff present information on Markham Park Maintenance and Park Regulations Awareness of Park System and Facilities 2 to 3 Training Session 	York Regional Police Parks By-laws
4	<u>Identification</u> <ul style="list-style-type: none"> Allocation of clothing for identification Yellow jackets being considered 	Parks & By-laws
4	<u>Reporting of Field Activities</u> <ul style="list-style-type: none"> Electronic Reporting available on Portal (Fax copy available for those without a computer) Standard Form developed for Markham Information, includes references to matters reported to YRP Monthly report automatically generated from data Contact Centre coordinates creation of work orders Establish service levels and monitor for Town performance Monthly staff report/ YRP review of data for further action/ follow up 	Parks & By-laws ITS Contact Centre York Regional Police
5	<u>Year End Program Wrap-Up & Reporting</u> <ul style="list-style-type: none"> Recognition for Park Ambassadors Report to Council on 2011 Activities Recommendations for 2012 Program, including any budget requirements Review of program governance and overview 	Parks & By-laws York Regional Police Corporate Communications
6	<u>Communications</u> <ul style="list-style-type: none"> Public Awareness of Program Posters for Public Buildings Recruitment materials for distributions 	Corporate Communications Parks By-laws York Regional Police