



NATIONAL CAPITAL COMMISSION
COMMISSION DE LA CAPITALE NATIONALE

Volunteer guide

Canada



ABOUT THE NCC

The National Capital Commission (NCC) is a federal Crown corporation created by Canada's Parliament in 1959 under the National Capital Act. Its predecessors were the Federal District Commission, created in 1927, and the Ottawa Improvement Commission, created in 1899.



- Trail management volunteers build crucial structures in Gatineau Park to provide conservation efforts to worn down trails.

MISSION

Every day, the NCC works to build a dynamic, sustainable, inspiring capital that is a source of pride for all Canadians, and a legacy for generations to come.

OUR VALUES

Respect: Consideration for others

We interact respectfully in our communications at all levels of the organization. We recognize and encourage diversity in our individual and collective achievements and contributions.

Integrity: Reflected in our actions

We carry out our mandate with integrity, fairness, diligence and transparency, in the public interest and at all times. We observe a rigorous ethic that maintains and fosters everyone's trust in the organization.

Commitment: Dedicated to excellence

We do our work with professionalism, rigour and efficiency. We are committed to the planning, conservation and development of a vibrant, inspiring and sustainable capital.

Accountability: Taking pride in our work

We demonstrate commitment to our mandate through accountability as builders, guardians and interpreters of the National Capital Region. We encourage and recognize creativity, initiative, resourcefulness and continuous learning. We strive for excellence and apply the principles of effective leadership, teamwork and open communication.



AREAS OF FOCUS

These three strategic directions are at the core of everything that we do:

1. Foster an inclusive and meaningful National Capital Region of national significance reflective of all Canadians, including Indigenous peoples, and all levels of government.
2. Ensure a picturesque and natural National Capital Region, through conserving and enhancing natural assets, cultural landscapes and built heritage under the NCC's stewardship.
3. Contribute to a thriving, connected and sustainable National Capital Region that inspires Canadians, through the planning, development and improvement of the NCC's assets.

As a volunteer, you are directly contributing to our success.

○ Volunteer patrollers are an important asset for the security of the users.



VOLUNTEERING AT THE NCC

Shape your community!

Volunteering is a wonderful way to share your enthusiasm and contribute to building an exceptional capital for all Canadians.

Our dynamic volunteers contribute to our goal of making the National Capital Region a source of national pride and meaning for Canadians. Our team of volunteers is made up of more than 300 dedicated individuals who gave over 6,090 hours of their time in 2023–2024!

Although opportunities for volunteering are constantly developing, here are some of the NCC's core programs:

- **Gatineau Park patroller**
Patrol the trails, answer questions from the public and promote the rules in effect in Gatineau Park.
- **Gatineau Park trail maintenance volunteer**
Take part in maintaining and developing official trails in Gatineau Park through Work Bees planned and organized by the NCC.
- **Mackenzie King Estate volunteer**
Help visitors discover the Mackenzie King Estate by supporting interpretive activities throughout the summer.
- **Friends of Maplelawn Garden**
Maintain the garden throughout the growing season, and help to ensure continuing respect for and enhancement of the garden's heritage character.
- **Friends of Gatineau Park**
Lead discovery and interpretation activities, as well as promotional events.
- **Archaeology volunteer**
Support the NCC Archaeology program and participate in archaeological inventory, impact assessment, mitigation, or lab work to gather information about resources on NCC-managed land.

FUN FACT

The Friends of Maplelawn have been in existence since 1993 and the Gatineau Park trail patrollers since 1987.



What you can expect

The NCC commits to the following:

- comply with the agreed-upon hours and the volunteer's availability to perform activities
- listen to suggestions provided by the volunteer
- provide a preliminary and continuous program of information, integration and training for the volunteer
- ensure the volunteer's eligibility for our volunteer recognition program

What the NCC expects

The volunteer agrees to the following:

- to participate in the assigned activities
- to comply with the agreed-upon hours and availability and, in the event of unavailability, to inform the person at the NCC who is responsible for coordinating volunteers
- to participate in proposed information meetings and training workshops
- to work with various NCC partners, clients and staff, including management, as well as other volunteers and participants.





- The efforts of our Archaeology volunteers increase the understanding of archaeological resources in the National Capital Region.

CODE OF CONDUCT

The NCC Code of Conduct is a valuable tool to guide ethical decision making and our behaviour in carrying out assigned responsibilities. It applies to all NCC staff, including volunteers. Along with your involvement, you must attest to having read and understood the Code of Conduct.

HEALTH AND SAFETY

We recognize that ensuring the physical and psychological health and safety of our volunteers is a top priority, a shared responsibility at all levels of the organization, and an activity where everyone's participation is essential. Health and safety regulations and guidelines will be communicated to volunteers during the orientation session and training.

DID YOU KNOW?

- Studies show that volunteering has a positive impact on your mental health.
- Volunteering can help reduce depression, anxiety and feelings of isolation. It can also provide a sense of purpose and meaning.
- Our volunteer programs will keep you active — benefiting both body and mind.

GENDER-BASED ANALYSIS PLUS

Gender-based Analysis Plus (GBA Plus) is an analytical process that we use to assess how diverse groups of people may experience projects, programs and policies in different ways. The “Plus” encourages us to consider how we each have unique and intersecting identity factors — such as gender, race, ability and age — that inform our experiences of the world around us.

As NCC volunteers, you can set a positive example by giving careful thought to what it means for people to feel safe, welcome, connected and free to make independent choices when accessing our programs and services. By applying a GBA Plus lens, you are helping to make our region more welcoming, inclusive and responsive to diverse needs.

To learn more about GBA Plus, take the [Government of Canada’s GBA Plus introductory course](#). It’s free!

RECONCILIATION

Reconciliation is about establishing and maintaining a mutually respectful relationship between Indigenous and non- Indigenous peoples in Canada. In order for that to happen, there has to be awareness of the past, an acknowledgement of the harm that has been inflicted, atonement for the causes and action to change behaviour.

A first step is to acknowledge and honour the richness of Indigenous culture, language and practices. A second step is to build on ongoing dialogue to ensure that views are heard and included in our activities. We value our relationship with the Algonquin Nation, on whose unceded and traditional territory the National Capital Region is situated. The Algonquin Nation’s views, perspective and input are sought for most plans, projects and initiatives that we undertake.

Personal actions toward reconciliation

- Seek out books, articles, films, music, art, and so on made by Indigenous peoples
- Learn about the history of settler colonialism in Canada and its ongoing effects
- Visit Indigenous Experiences at the Mādahōki Farm.

SUSTAINABLE FUTURE

The NCC’s Sustainable Development Strategy aims to demonstrate leadership in environmental sustainability. Its actions focus on combatting climate change, building resilient infrastructure, protecting biodiversity and water quality, promoting sustainable agriculture, creating safe and healthy communities, and connecting Canadians with nature.

As a volunteer, you play a part in reaching our sustainable development goals. Your involvement is crucial in building a more sustainable future in the National Capital Region.

LEAVE NO TRACE CANADA

We follow Leave No Trace Canada's principles. Here are five of them.

- **Plan ahead and prepare.**
Prepare for bad weather, natural hazards and other emergencies. Repackage food in reusable containers to minimize waste.
- **Dispose of waste properly.**
Bring back everything you brought with you. Separate waste from hazardous waste.
- **Leave what you find.**
Prevent the spread of invasive alien species by removing mud and debris from shoes, clothing and equipment.
- **Respect wildlife.**
Avoid disturbing animals during sensitive breeding, nesting and young-rearing periods, and during winter.
- **Be considerate of other visitors.**
Act with courtesy. Take breaks on durable surfaces off the trail.





- Maplelawn volunteers help to ensure continuing respect for and enhancement of the garden's heritage character.

A MESSAGE FROM CEO TOBI NUSSBAUM

"As the chief planner and steward of federal lands in the National Capital Region, the NCC has an important role to play, and a big job to do — and we couldn't do it without you, the NCC's many, many volunteers. On behalf of the NCC, I want to thank you for all of the contributions you make, the energy you put in and your dedication. Whatever your specific role, whether you are a guide, a safety patroller, a gardener, a historical interpreter, ultimately, you act as important ambassadors for the Capital. You are the public face of the efforts we undertake, and we are very grateful for all of the volunteer work you do for us. We hope you continue to volunteer with us."

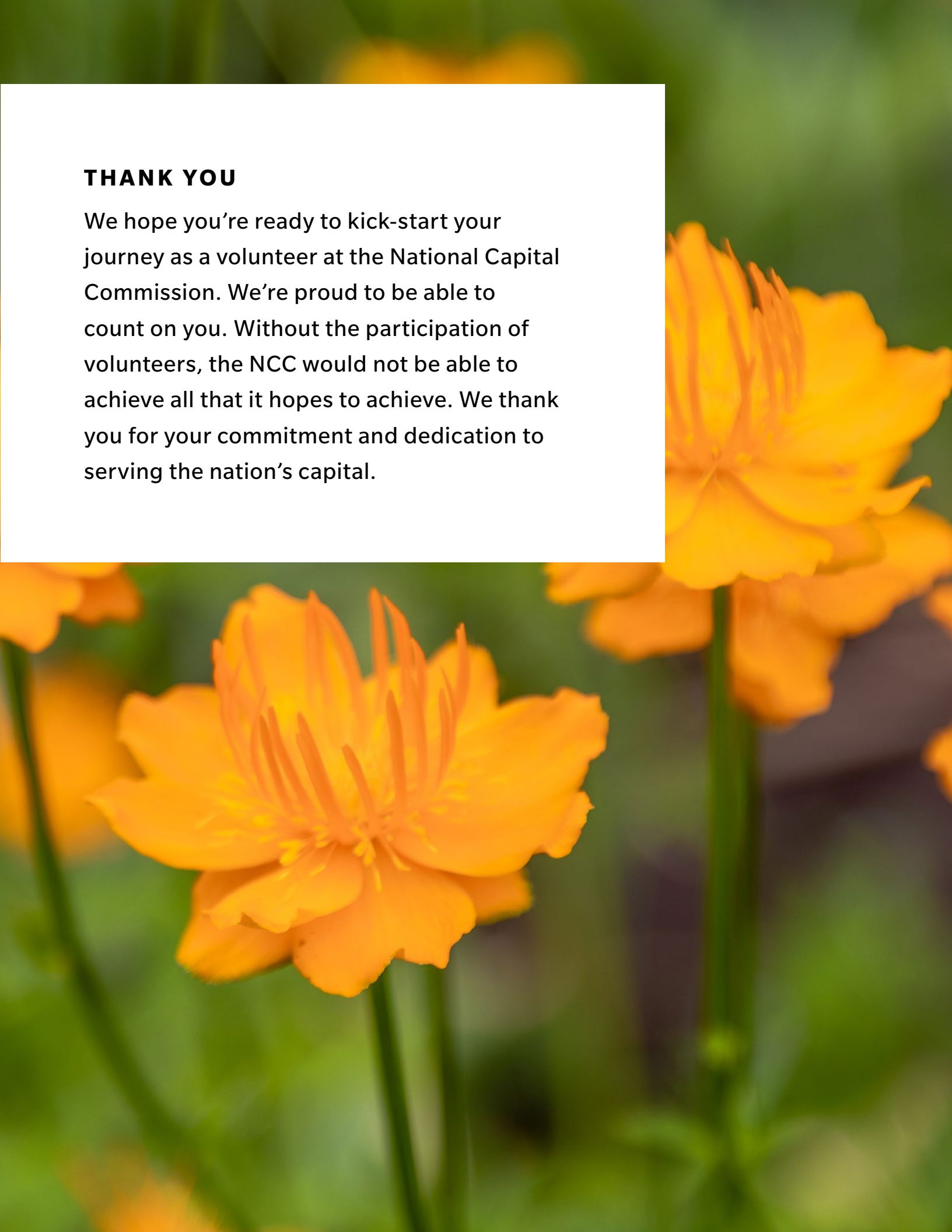
Tobi Nussbaum
Chief Executive Officer



Tobi Nussbaum, Chief Executive Officer of the NCC since 2019, has focused his career on finding solutions to public problems, from the global to the local. His professional experience has included work as a senior civil servant, diplomat, lawyer and city councillor, while his volunteer energy has been dedicated to community leadership and youth sports coaching.

THANK YOU

We hope you're ready to kick-start your journey as a volunteer at the National Capital Commission. We're proud to be able to count on you. Without the participation of volunteers, the NCC would not be able to achieve all that it hopes to achieve. We thank you for your commitment and dedication to serving the nation's capital.



USEFUL LINKS

[NCC home page](#)

[NCC volunteer page](#)

[Seven principles of outdoor ethics](#)

[Volunteer Canada](#)

[Leave No Trace Canada](#)

USEFUL CONTACT INFO

Volunteer Centre

volunteer_benevoles@ncc-ccn.ca

NCC Security

securityscreening@ncc-ccn.ca

Employee and Family Assistance Program (available 24/7)

1-800-663-1142 (in English)

1-866-398-9505 (in French)

[Homewood](#)

NCC 24-hour emergency line

613-239-5353