



VOLUNTEER MANUAL

January, 2007

UTILIZATION AND IMPLEMENTATION OF VOLUNTEERS

The Park Board of Commissioners of the Batavia Park District recognizes the important and vital role that volunteers play in the delivery of quality Park District programs and services to the constituents of the Park District and surrounding areas. Utilizing the interests and skills of individuals residing in the community is a great resource to the community and promotes community support and spirit. These individuals make possible the implementation an array of activities and provide the park district with an abundance of skills that would otherwise be unavailable. The increased number of programs and services enrich the purpose of the park district and assist in providing a beneficial quality of life to the residents of the Batavia Park District.

These volunteers aid in routine responsibilities such as providing leadership, points of view, skills and an immeasurable amount of time, energy and effort. The Batavia Park District staff and Park Board of Commissioners will make every effort to recruit, train, supervise and recognize volunteers on an on-going basis.

Adopted:

The Batavia Park District has developed the following manual to aid both full time and part time staff in the areas of recruitment, training, benefits, and recognition of the District's use of volunteers. Utilization of this information will insure that volunteers, defined as, "persons who give freely of their time", will feel that the Park District is organized and that the volunteer program is beneficial to them and for the Park District and community as a whole. It shall also serve as the facilitation packet to secure volunteers for the District and ensure the district has the required documentation for each volunteer. Volunteers will also receive a copy of the District's Orientation Manual and view the video as well.

Recruitment

Before you recruit volunteers for your programs, be aware and convinced about the value that a volunteer and their services will play. You should be honest in your enlistment about what you have to offer volunteers and what expectations you will expect of them in return. All volunteer situations should be planned and accounted for as a "win-win" relationship. Keep in mind that seeking and securing volunteers may be as important and valuable to the recruited person as it is to the Park District. After all, volunteers receive many extrinsic as well as intrinsic benefits such as making new acquaintances, developing or fine tuning new skills, developing a sense of pride and community involvement, and a feeling a self-worth.

Recruitment is the assumed responsibility of all staff, but is normally completed by the members of the Recreation Department who typically seek for assistance or additional people for coaching staff, preschool aids, special event helpers, class instructors, etc.

Many different types of recruitment methods exist and should be utilized as long as the park district's image is not placed in jeopardy. The Park District normally seeks volunteers through information placed in the seasonal brochures, press releases, school flyers, village publications, the facility sign boards, and word of mouth.

Training

The key to success in any volunteer program and related efforts is effective training and open communications. Proper training clarifies what is expected of the volunteer in addition to assisting them in order to perform their job to the best of their ability. Additionally, it provides them with the knowledge regarding safety and emergency procedures that the Park District mandates to ensure the safety of all the participants, volunteers and staff. Please keep in mind at all times that people who volunteer do not in most cases do so with the intent of going back to school. Thus, it is imperative that staff do not overdue on the aspects of training, and to keep instructions and procedural training simple. It is not fair to the volunteer to expect them to know everything immediately. This is definitely an aspect of managing people where the phrase "patience is a virtue" should be the norm.

Volunteers will be trained by the individual supervisor for whom they are working. All volunteer coaches in the array of youth sports associations shall be trained in the National Youth Sports Coaches Association (NYSCA) or other coaches training programs as mandated by the Park District.

Volunteers who will be supervising participants will be trained on basic first aid and the emergency procedures as illustrated in the park district safety manual.

Volunteers who are over the age of 18, that are directly involved with youth under the age of 18, are required to submit a non-fingerprint criminal background check according to the criminal background check policy adopted by the Park Board of Commissioners. This process is administered through the park district. The volunteer shall be made aware of the purpose of this policy and their rights to the access and appeal procedures available to them. A copy of the policy and the forms needed to conduct the check are attached to this manual.

Staff using and training volunteers shall use the Volunteer Training Checklist included in this manual to ensure that all aspects of the volunteer program have been covered. Again, remember to give information in a simple manner. Please check off on this form all the areas of completion and place with other records that are required from volunteers and place in a volunteer placement file. Additionally, it is extremely important that the volunteer complete the attached Emergency Information Form so that the park district has record of their basic information in the case of an emergency.

Remember that communication is the key to success. Volunteers are likely to have a bad experience and not return for additional work if they feel that they were not informed or appreciated. Make it clear to all volunteers that there are no stupid questions and that you are available to them at any time in they have questions or need assistance. Memos, letters and flyers are all effective ways to continue the training process.

How a claim is reported

There may come a time within park district programs and services that someone is injured or something is damaged. If a volunteer is involved in a situation where a claim is or can be reported inform them to remain calm and to fill out an incident report. A copy of this form is attached to the manual. It is very important that the volunteer does not speak to any member of the public or press regarding any incident they were involved in or witnessed. They shall always cooperate with police and assist them as deemed necessary. For severe incidents the volunteer should contact their immediate supervisor as soon as possible or any full time employee of the park district if the supervisor is not available. At no time shall a volunteer admit guilt or speak with individuals (other than police) about the situation/incident and what may have caused the incident on behalf of the park district.

BATAVIA PARK DISTRICT

CRIMINAL BACKGROUND CHECK WAIVER AND RELEASE OF ALL CLAIMS FORM

Please read this form carefully and be aware by agreeing to allow the Batavia Park District to conduct a criminal background check you will be waiving and releasing all claims for damages you might sustain arising out of the criminal background check and review.

I understand that completion of a criminal background check is a condition of my employment or volunteerism with the Batavia Park District.

I agree to waive and relinquish all claims I may have against the Batavia Park District and its officers, agents, servants and employees as a result of participating in the criminal background check.

I do hereby fully release and discharge the Batavia Park District, its respective officers, agents, servants and employees from any and all claims from damages which may accrue to me on account of the results of any aspect of the criminal background check.

I have read and fully understand this Waiver and Release of All Claims.

Driver's License #

Social Security #

Date of Birth

Signature

Date

Printed Name

Safety

Staff shall train volunteers on the basic approaches of safety that the park district mandates and follows. Items such as emergency exits, evacuation, and severe weather procedures for the area the volunteer is working should be reviewed. Also, make sure they know where the first aid kit and the nearest telephone is and that the park district uses the 911 system for emergencies.

Staff should review pertinent safety procedures in the park district safety manual as it relates to the location, situation and responsibilities of the volunteer.

Volunteers shall be prohibited from operating district vehicles or power equipment in the interest of safety to the volunteer and others around them.

Dealing With the Public

All persons who volunteer become a representative of the park district. What you do and say reflects not only upon yourself but on the park district as well. At some point during a volunteer's service, they will encounter a participant or placed in a situation with a member of the public that requires special diplomacy. An individual who has confronted you typically does not care if you are a volunteer and does not want that used as an excuse for not dealing with their particular concern or situation.

Thus, the park district has developed a top ten list of effective and politically correct techniques to use when dealing with the public that requires your attention. The points listed below provide you with a "common sense approach" to dealing with difficult situations. Please review the following, thinking about other ways and techniques that you can effectively deal with special situations and review them with your immediate supervisor.

1. Be a Good Listener. Listen 80% of the time and speak only 20%.
2. Be understanding and sympathetic.
3. Be calm and attentive, do not get into a verbal argument with anyone.
4. Treat people the way you would want to be treated. It's simple, but goes a long way.
5. Ask them what is it that they want/desire that would satisfy their situation.
6. Take notes. Gather as much information as possible so the situation can be reported to your supervisor.

7. Remind the participant, parent, that the person who can take formal action on their situation is your supervisor and provide them with the name and number of your supervisor if requested.
8. DO NOT promise them anything.
9. Do not take what the individual is saying personally. It is only their opinion or interpretation and while this is important it may not be the entire story.
10. Handle each situation in an upbeat and positive manner.

Volunteer Recognition

The Batavia Park District realizes the importance of volunteers and their countless hours of efforts that make the park district a great asset to the community. Thus, it is the intention of the park district to recognize all their volunteers through a variety of functions and items of appreciation. All volunteers receive a T-shirt, mug or other small token of our appreciation for all of their hard work.

The following functions are held on an annual basis:

1. Each volunteer that has served over the past year is invited to the Annual Holiday Volunteer Appreciation Luncheon.
2. Volunteers are listed in Park District Annual Report and/or newsletter that is distributed to every resident household at least once a year.
3. Volunteers are also listed on Park District web site.
4. Volunteer In the Spot Light is published occasionally in Park District Whispers Newsletter in seasonal brochure.

VOLUNTEER FORMS

VOLUNTEER TRAINING CHECKLIST

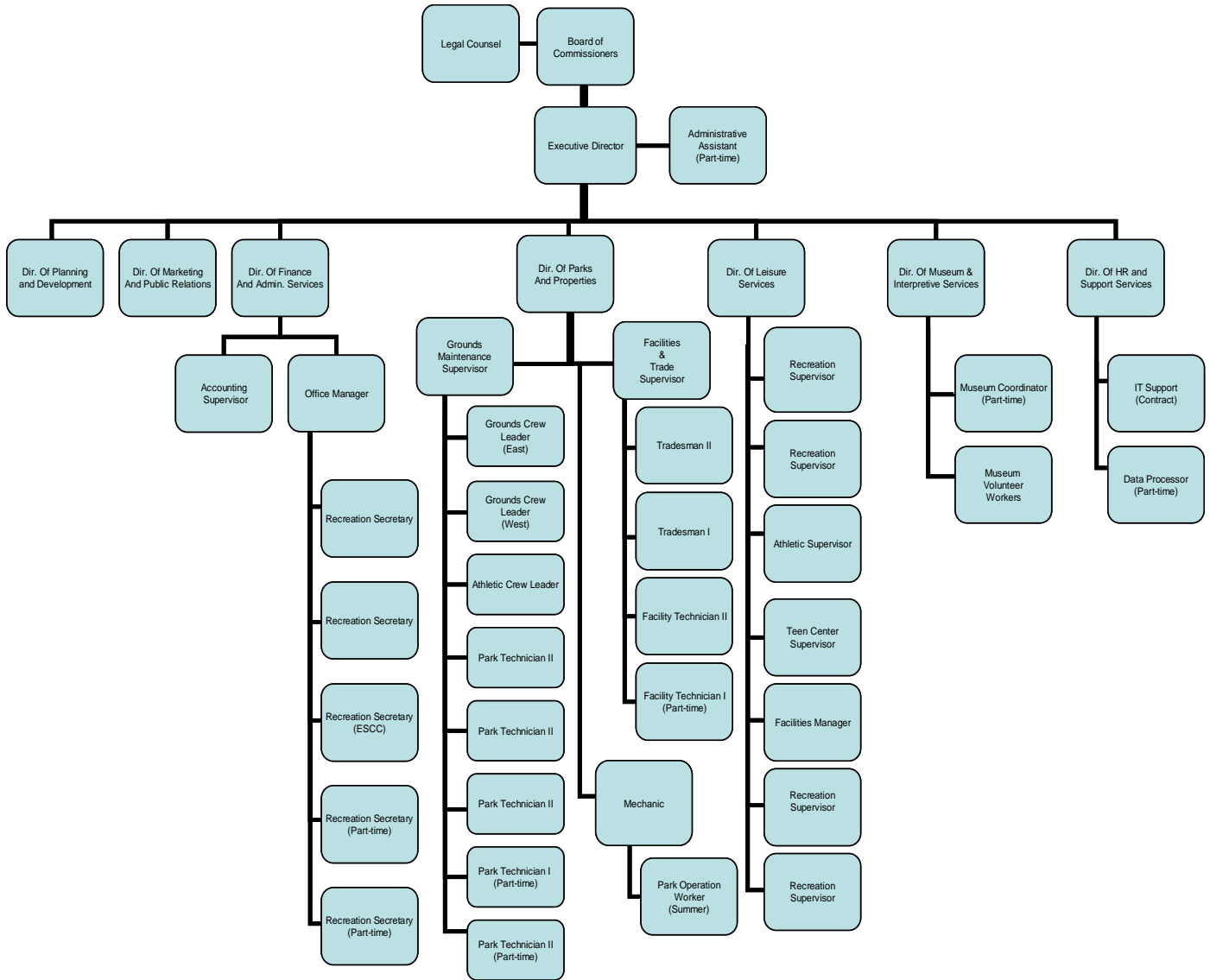
- _____ Purpose of Park District and the Mission, Goals and Tactics.
- _____ How the Park District functions. Review seasonal programs, events, registration, brochure, hours of operation, etc.
- _____ Chain of command review. (Organizational chart)
- _____ List of responsibilities in area where they are a volunteer.
- _____ Review of first aid, emergency procedures, evacuation and 911.
- _____ Establish NYSCA training dates if applicable.
- _____ Review and sign the necessary volunteer forms:
 1. Volunteer Interest Form
 2. Emergency Information Form
 3. Volunteer Training Checklist with the volunteer's signature
 4. Criminal Background Check Waiver and Form
 5. NYSCA Training Forms if applicable
- _____ Review specific volunteer duties, procedures, benefits, etc.
- _____ Make all necessary full time and part time employee introductions.
- _____ Introductions to other volunteers they will be working with.
- _____ Facility/Area Tour. Point out first aid kit, phone, bathrooms and other key attributes that the volunteer will be working with or around.
- _____ Emergency Procedures/Phone Numbers.
- _____ Dealing with the Public.
- _____ Uniform and/or equipment orientation and distribution if necessary.
- _____ Keys distributed if necessary with proper key check out form completed.
- _____ Open communications promise of both the volunteer and supervisor.

_____ A big thank you and invitation to volunteer recognition functions.

I acknowledge that I have received and understand the above listed information.

Name: _____ Date: _____

Organizational Chart- Batavia Park District



Batavia Park District Volunteer Interest Form

Name: _____ Today's Date: _____

Address: _____

Phone Information: Home: _____ Fax: _____

Work: _____

Area/Program/Event Interests:

Special Skills/Expertise/Hobbies:

Days/Times/Events Available to Volunteer:

If you would like to volunteer as a coach in one of our youth sports programs, please answer the following questions:

Have you ever coached a sport before? If so, please list the sport and where you coached.

What age level have you coached and/or would like to coach? _____

Please list the number of seasons you have coached. _____

Are you NYSCA certified? YES NO (Circle One)

Have you ever played in an organized sport league? YES NO (Circle One)

Thank you for your interest. A park district staff member will contact you.

**Batavia Park District
Volunteer Emergency Information Form**

Volunteer's Name: _____

Program/Event Volunteering For: _____

Emergency Information:

Please list two people who may be notified in the event of an emergency or illness.

(1)

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

(2)

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

Medical Information:

Physician : _____

Location: _____

Phone: _____ Preferred Hospital: _____

Please list any additional information that you feel may be important in the event of a medical emergency or illness. (Diabetic, Epilepsy, High Blood Pressure, Allergies, etc.)

PLEASE RETURN THIS FORM TO YOUR VOLUNTEER SUPERVISOR. THIS INFORMATION WILL BE KEPT ON FILE AND WILL BE CONFIDENTIAL AND USED ONLY IN CASE OF AN EMERGENCY OR ILLNESS. THANK YOU FOR YOUR COOPERATION.

DATE RECEIVED: _____