

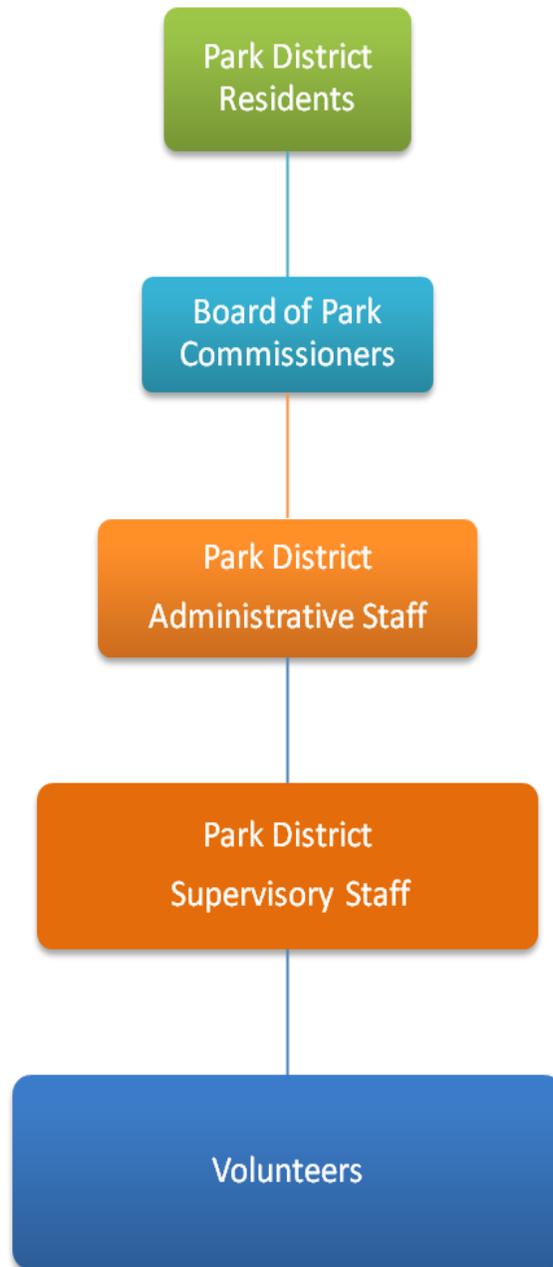


VOLUNTEER MANUAL

Revision dates: 03/2016

Lake Bluff Park District Organizational Chart

Abbreviated Version



Welcome!

The Lake Bluff Park District Board of Commissioners recognizes the important role that volunteers play in the delivery of quality park district programs and services. These individuals make possible the scheduling of a greater variety and an increased number of activities, thereby enriching the programs and services of the Lake Bluff Park District. These volunteers aid in routine responsibilities; provide leadership; bring wide and varied points of view and skills to help meet community needs; contribute immeasurable amounts of time, energy and effort to make possible many of the programs and services the park district provides.

Lake Bluff Park District Board of Commissioners and staff will make every effort to recruit, train and supervise volunteers on an on-going basis.

Thank you for choosing to share your time and talents with the community by volunteering at the Lake Bluff Park District. Your work at the Park District is essential for us to achieve our mission. Our staff relies on you and truly appreciates the assistance you provide. We want your experience here to be fulfilling and rewarding. The park district staff would like to assist you as you begin your volunteer service. Please let us know if you have any questions.

Lake Bluff Park District Mission Statement

As responsible stewards of community resources, the District will enhance the community through recreational experiences in a fun, safe and healthy environment.

Vision Statement

Strengthening the spirit of community

Values

- **Continuous Improvement:** We are proactively moving forward to better the District.
- **Community:** Our activities bring people together to create a family environment.
- **Stewardship:** We will leave our community better than we found it.
- **Service Orientation:** We foster a “guest first” attitude through superior experiences and ongoing communication.
- **Excellence:** As leaders in the community, we strive to be the best we can be and aspire to pride, perfection and quality in all that we do.

General Information

Seven elected Lake Bluff residents who give their services to the community govern the Lake Bluff Park District. The Board holds its regular meetings on the 1st and 3rd Mondays of each month. Meetings are held at 6:30 p.m. at the Recreation Center, 355 West Washington Avenue.

Volunteer Basics

The Managers and/or Superintendent will provide volunteer leaders and coaches with training and materials specific to the program or sport involved. Basic guidelines to follow as a volunteer leader are:

Our volunteer expectations are the same as for employees – quality work and reliability. We realize a volunteer may not always be able to keep his/her time commitment. When unable to report for scheduled assignments, the volunteer should notify their supervisor as soon as possible.

1. Please dress appropriately for the workplace when doing assignments.
2. Good communication with participants is essential; make your calls in a timely manner.
3. Arrive at least 10 minutes prior to activity and be prepared to start on time.
4. Survey the facility, document any damage or problems for the program supervisor.
5. Make sure you are aware of emergency exits, telephone location and carry contact number.
6. Do not depend on the youth participant to inform the parents make the contact yourself.
7. Always carry your first aid supplies, completely fill out accident reports, and turn in that day. (Alternatively, know where they are stored at the facility).
8. Never leave your group unattended.
9. Volunteers should refrain from making personal telephone calls during work time unless absolutely necessary.
10. The Volunteer is always is the last one to leave. Make sure every participant has been picked up. If a child is left for more than 30 minutes, bring the child to the office.
11. Never transport a participant in your car. By doing so, you are accepting all liability.
12. If you are issued keys to a facility, never pass them on to another person without expressed permission from the program supervisor.
13. Leave the facility as you found it.

Recognition

The Lake Bluff Park District staff recognizes volunteers in a variety of ways. See Page 8 for more information.

Evaluation

An informal evaluation of a volunteers work is held periodically. This is done to avoid concerns and to assist the volunteer in successfully carrying out his/her assignment. The Park District distributes evaluations to participants after each session of programming; your supervisor will share any information that pertains to your volunteering.

Disciplinary Actions

When the conduct of ability of a volunteer is such that duties are not being performed satisfactorily, the immediate supervisor will begin disciplinary actions, which may include the following:

Reprimand, the Manager and/or Superintendent will identify the problem with the volunteer and work with the volunteer to solve the problem.

Dismissal, the volunteer may be discharged for misconduct, inefficiency, or other just cause. The Manager and/or Superintendent may release volunteers. If a volunteer has inconsistent attendance, disregards Park District policies or procedures, and/or does not perform duties satisfactorily, the supervisor will discuss the program with the volunteer and a warning will be given. If there is not improvement in the situation, the volunteer will be release form his/her duties.

Resignation

Volunteers may resign from their volunteer service at any time, as a courtesy, as much advance notice as possible should be given to the supervisor.

Volunteer Coverage Information

The Park District Risk Management Agency (PDRMA) is an intergovernmental membership organization, which provides for the risk management needs for the Lake Bluff Park District. The following are often asked questions regarding the coverage of volunteers.

Are volunteers covered by the Lake Bluff Park District's Liability policy?

Claims arising from the action of Park District volunteers while performing their assigned volunteer duties are covered.

Are volunteers covered under the Illinois Workers' Compensation Statutes?

The Illinois Supreme Court has ruled that persons not receiving pay for their services are not employees within the meaning of the Workers' Compensation Act and are therefore not covered.

What if a volunteer is injured while performing their volunteer duties?

The claim should first be processed through any health insurance or Medicare coverage the volunteer may have. **If the volunteer has no insurance or their insurance does not pay all expense, PDRMA does provide Volunteer Medical Accident Insurance.**

What coverage is provided by the Volunteer Medical Accident Policy?

The policy provides \$5,000 in medical expense payments and a \$5,000 AD/D benefit for injuries incurred while the volunteer's is performing their volunteer duties.

How do I get my volunteers covered under the Medical Accident policy?

All Park District volunteers are automatically covered.

How is a claim reported?

The Park District Accident/Incident Report Form should be filled out immediately and reported to the Administrative Office. (FAX: 847-234-7275)

Volunteers shall be prohibited from operating Park District vehicles or power equipment in the interests of safety.

Dealing with the Public

All persons who volunteer become a representative of the Park District. What you do and say reflects not only upon you but also on the Park District. At some point, during your volunteer service, you may find yourself in a situation with a participant, or parent of a participant, that requires special diplomacy. The points listed below provide you with a “common sense approach” to dealing with difficult situations. Please review the following, think about other ways of dealing with special situations and review them with your immediate supervisor.

1. Be a good listener.
2. Be understanding and sympathetic.
3. Be calm and attentive. Maintain good eye contact.
4. Take notes. Gather as much information as possible so the situation can be reported to your supervisor. Remind the participant, parent, that the only person who can take formal action on the situation is your supervisor. Give them the name and phone number of your supervisor if they request this information.
5. DO NOT promise anything.
6. Do not take what the public says personally.
7. Handle each situation in an upbeat and positive manner.

Policy against Harassment

The Lake Bluff Park District Board of Park Commissioners, and employees are subject to state and local laws prohibiting discrimination and governing fair and ethical conduct as outlined in the Illinois Human Rights Act and Title VII (Civil Rights Act). Therefore, it is the policy of the Lake Bluff Park District that no employee, commissioner, volunteer or customer be should be subject to harassment of any kind. This includes sexual harassment, as well as harassment because of race, color, religion, national origin, ancestry, age, marital status, handicap, military status, and unfavorable discharge from military service or record of arrest. The park district recognizes its responsibility to all employees and those who do business with the Lake Bluff Park District, to maintain a working environment free from harassment. To achieve this environment, appropriate methods, such as, affirmatively addressing the subject, expressing strong disapproval, developing appropriate sanctions and informing employees of their right to raise the issue of harassment are utilized to alert employees to the problem.

The complete Harassment Policy is in the Administrative Policy Manual.

Drug-Free Workplace Policy

It is the policy of the Lake Bluff Park District (LBPD) to provide a safe, productive, and drug-free work environment. While we have no intention of intruding into the private lives of employees and volunteers, we expect all personnel (employees and volunteers) to report to work and to remain in a condition suitable to perform their duties at the highest level of efficiency. The impairing influence of drugs and alcohol during working hours is inconsistent with this objective.

The complete Drug-Free Workplace policy is in the Administrative Policy Manual.

Criminal Background Check Policy

It is hereby found and determined that the use of criminal background checks, in accordance with the Illinois Uniform Conviction Information Act, will assist in providing a safe environment for participants and employees of the Lake Bluff Park District (the “District”), and reduce theft of an damage to District property. Accordingly, the District shall conduct criminal background checks, pursuant to this policy, as a condition of employment or volunteering with the District.

The complete Criminal Background Check policy is in the Administrative Policy Manual.

Child Abuse and Neglect Policy

It shall be the policy of the Park District to fully comply with the State of Illinois Abused and Neglected Reporting Act. The Park District will make every reasonable effort and precaution to prevent, detect, handle and report cases of suspected child abuse and neglect for children which come in direct contact with Park District programs, areas, and facilities.

Specific hiring, training, supervision, employee conduct and reporting procedures have been developed for applicants and employees who will supervise children.

The complete Child abuse and neglect policy is in the Administrative Policy Manual.

Should you have any concerns or safety needs during the time you are volunteering, please find or contact the Manager and/or Superintendent immediately. They have access to policy and procedure manuals that provide guidance in safety or emergency situations.

VOLUNTEER RECOGNITION

IPRA Volunteer Service Award

This award is presented annually in January or February and honors volunteers that have made a long term commitment to volunteering for the Park District. Must display significant achievement and/or contribution of one or more of the following:

- Time commitment
 - 5+ years
- Services
 - Coaching, Leadership, Board commitments, Event help, Senior Center, etc.
 - Park District
 - Affiliate organizations
 - Park Foundation
 - Garden Club
 - Community Leader
- Funding or financial contributions
 - Sponsors
 - Individuals
- Development & implementation of successful program/event with PD Staff

Park District staff will review on an annual basis to determine granting service awards.

Volunteer Youth Coaches Incentives

At the end of each season, volunteer coaches are recognized with 25% discount on a Recreation Program.

Volunteer Incentives

At the end of each season, volunteers are recognized with passes to the Lake Bluff Pool, discount on a Recreation Program, or gift certificate.

LAKE BLUFF PARK DISTRICT
VOLUNTEER INTEREST FORM

Name: _____

Address: _____ City: _____

Phone: Home _____ Work _____

Area of Interest:

Days and Times Available:

Special Skills or Hobbies:

If you would like to volunteer as a coach in one of the Park District's sports programs, please answer the following:

Have you ever coached a sport before? (Please list the sport and where you coached)

What age levels do you coach?

Please list the number of seasons you coached.

Are you NYSCA certified? YES NO (Please circle one.)

Have you played in an organized sport league? YES NO (Please circle one.)

LAKE BLUFF PARK DISTRICT
VOLUNTEER EMERGENCY INFORMATION FORM

Volunteer Name: _____

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

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

Name: _____ Relationship: _____

Home Phone: _____ Work Phone: _____

Medical Information:

Physician: _____

Phone: _____

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

PLEASE RETURN TO YOUR SUPERVISOR. THIS INFORMATION WILL BE KEPT ON FILE FOR USE IN AN EMERGENCY ONLY.

Date: _____

LAKE BLUFF PARK DISTRICT
VOLUNTEER TRAINING CHECKLIST

- Purpose of the Park District
- How the park district functions. Review program seasons, registration information, brochure distribution, office hours, board meetings, use of copy machine, etc.
- Chain of Command Review
- Establish CPR/First-Aid training dates if current certification has expired.
- Establish NYSCA or other coaches training dates if required.
- Review and sign necessary volunteer information forms:
 1. Volunteer Interest Form
 2. Emergency Information Form
 3. Volunteer Information Checklist with volunteer signature
- Review specific volunteer duties, procedures, benefits, etc.
- Make all necessary full-time or part-time staff introductions.
- Facility tour completed.
- Emergency Procedures/Phone Numbers
- Dealing with the public
- Uniform or equipment provided if necessary for the position.
- Keys distributed if necessary and Key Contract signed.

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

Name: _____

Date: _____

EMPLOYEE ACKNOWLEDGMENT

I acknowledge that I have received and have had an opportunity to read a copy of the Lake Bluff Park District's Volunteer Manual. I understand that this manual is solely for the purpose of summarizing the Park District's current Volunteer Manual.

This is not a contract or enforceable promise or guarantee of any kind, of any specific terms or conditions of procedural rights, and that any or all portions of this manual may be amended or eliminated from time to time without advance notice.

Direct Report Approval Date: _____
Authorized Signature

Department Approval Date: _____
Authorized Signature

VOLUNTEER WAIVER & RELEASE

IMPORTANT INFORMATION

The Lake Bluff Park District is committed to conducting its recreation programs and activities in a safe manner and holds the safety of volunteers in high regard. The Park District continually strives to reduce such risks and asks that all volunteers follow safety rules and instructions that are designed to protect the volunteer's safety. However, volunteers must recognize that there is an inherent risk of injury when choosing to volunteer for any activity or program.

Please recognize that the Lake Bluff Park District carries only limited medical accident coverage for volunteers; therefore, it is strongly urged that all volunteers review their own health insurance policy for coverage. Additionally, each volunteer is solely responsible for determining if he/she is physically fit and/or properly skilled for any volunteer activity. It is always advisable, especially if the volunteer is pregnant, disabled in any way or recently suffered an illness, injury or impairment, to consult a physician before undertaking any physical activity.

WARNING OF RISK

Despite careful and proper preparation, instruction, medical advice, conditioning and equipment, there is still a risk of serious injury when providing volunteer services. Understandably, not all hazards and dangers can be foreseen. Volunteers must understand that depending upon the volunteer services, certain risks, dangers and injuries due to acts of God, inclement weather, slip and falls, inadequate or defective equipment, failure in supervision or instruction, premises defects, horseplay, carelessness, lack of skill or technique, and all other circumstances inherent to the particular volunteer services exist. In this regard, it must be recognized that it is impossible for the Park District to guarantee absolute safety.

WAIVER AND RELEASE OF ALL CLAIMS AND ASSUMPTION OF RISK

Please read this form carefully and be aware that in consideration for providing volunteer services, you will be expressly assuming the risk and legal liability and waiving and releasing all claims for injuries, damages or loss which you may sustain as a result of participating in any and all activities connected with and associated with your volunteer services (including transportation services/vehicle operations, when provided).

As a volunteer, I recognize and acknowledge that there are certain risks of physical injury to volunteers in this program/activity, and I voluntarily agree to assume the full risk of any and all injuries, damages or loss, regardless of severity, that I may sustain as a result of my volunteer services. I further agree to waive and relinquish all claims I may have (or accrue to me) as a result of my volunteer services against the Lake Bluff Park District, including its officers, officials, agents, volunteers and employees (hereinafter collectively referred as "Parties").

I do hereby fully release and forever discharge the Parties from any and all claims for injuries, damages, or loss that I may have or which may accrue to me and arising out of, connected with, or in any way associated with my volunteer services.

I have read and fully understand the above important information, warning of risk, assumption of risk and waiver and release of all claims. If registering on-line or via fax, my on-line or facsimile signature shall substitute for and have the same legal effect as an original form signature.

Volunteer's Name _____ (PLEASE PRINT)

Volunteer's Signature _____ Date _____

PARTICIPATION WILL BE DENIED If the signature of the volunteer and date are not on this waiver.
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