



# ORANGEVALE RECREATION & PARK DISTRICT Volunteer Policy Manual



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## ORANGEVALE RECREATION & PARK DISTRICT

### Volunteer Policy Manual

Welcome to our Orangevale Recreation & Park District (OVparks) team! Volunteers are the key to success for many of our programs. Our goal is to support you in being successful, safe and for you to have a great experience as an OVparks Volunteer. To help you navigate this new journey, we have prepared this manual to answer many of your questions and outline volunteer expectations, policies, and procedures of OVparks. We understand that you may still have additional questions and encourage you to ask those questions when they arise.

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Please take the time to review the volunteer manual carefully. Sign and return a Volunteer Application, Volunteer Agreement, Waiver and Release along with the Volunteer Contract and Medical Form before starting your volunteer position. If you have any additional questions, please do not hesitate to contact me.

Thank you for choosing to donate your time and talents to OVparks and our community. We look forward to having you as a part of our OVparks Volunteer Team!

## ORANGEVALE RECREATION & PARK DISTRICT

### **Vision:**

Creating Community through People, Parks, and Programs.

### **Mission Statement:**

To provide recreational experiences to individuals, families and communities by:

- fostering human development
- providing safe, secure and well-maintained parks and facilities
- connecting communities through trails
- promoting health and wellness
- increasing cultural unity
- facilitating community problem solving
- protecting natural resources
- strengthening community image and sense of place
- supporting economic development

### **Our Customer Service Pledge:**

We will deliver superior service to all our customers, striving to fulfill our commitment by providing friendly, courteous, efficient, and responsive service.



## IMPORTANT SAFETY INFORMATION

Orangevale Recreation & Park District conducts its recreation programs with the strictest safety standards possible, therefore, holding the personal safety of participants in high regard. Participants and/or parents registering their children in recreation or volunteer programs should recognize that there is an inherent risk of injury when choosing to participate in recreation or volunteer activities. OVparks continually strives to reduce such risks, and requires participants to follow safety instructions and procedures, which are designed to protect the participant's safety and reduce risk. The risk management company that provides insurance for Orangevale Recreation & Park District requires the execution of the ***Volunteer Agreement, Waiver and Release of Liability***.

### **Background Checks:**

In an effort to ensure the health and safety of the participants, volunteers and staff of the Orangevale Recreation & Park District, age 18 and over, may be required to complete a criminal background check. Any adult volunteer working with youth are required to have a cleared criminal background check on file before beginning volunteer work. Check with the volunteer coordinator and your supervisor for questions.

### **Volunteer Time Log:**

Each time you volunteer for OVparks, you are required to sign in and out for that event and/or program. This helps us to keep track of volunteer hours and is necessary in case of emergency to ensure we know who is on property.

### **Illness, Injury or Incident:**

Volunteers are required to report any illness, injury, or incidents involving a park user, volunteer, employee or OVparks event participant to their supervisor immediately. An Accident/Incident Report needs to be completed and sent to the Orangevale Recreation & Park District Supervisor and appropriate department head. To prevent illness, you must wash your hands thoroughly after every time exiting the restroom, touching your face or hair and blowing your nose.

### **Transportation:**

Volunteers are prohibited from transporting participants in their personal vehicle. Youth volunteers are also prohibited from riding with any adult staff or volunteers while assisting OVparks

### **One-On-One Interaction:**

Volunteers should never have one-on-one interaction with minors. For the safety of the volunteer and youth, you are to have an additional person with you when anywhere private or out of the general populated area.

### **A.D.A. Statement:**

OVparks strives to comply with the intent and spirit of the American Disabilities Act. If you need any special accommodation, please call OVparks at (916) 988-4373 so that we may make the necessary arrangements for you.



## GENERAL VOLUNTEER POLICIES

Orangevale Recreation & Park District expects that all volunteers and staff treat co-workers and members of the public with courtesy and respect at all times. A respectful workplace enhances our ability to maintain beautiful parks and provide enriching recreational activities, community events and makes our department a more pleasant and rewarding place to work.

OVparks strives to have an inclusive and supportive work environment. Negative behaviors are defined as unwelcome, offensive conduct, expressed either verbally, in writing or through physical behavior. Behavior such as this adversely impacts volunteers, staff and those we serve. Examples of such behaviors include but are not limited to:

- Derogatory comments, malicious gossip or any language that is used to degrade, intimidate, or coerce another individual or group of individuals.
- Insults, slurs, offensive jokes, or any language that infers a negative characteristic.
- Profanity, offensive language, or inappropriate posters, drawings, insignias, or signs
- Blocking movement, offensive gestures, unwelcome touching or shoving, or any physical aggression.
- Threats or assault, direct or vague.

Everyone has responsibility to stop negative behaviors at the workplace

- If another's actions or words offend you, let them know their behavior is unwelcome and ask them to stop. If they are unresponsive or refuse, immediately let your supervisor know.
- If you have any reason to believe your actions offend someone, stop the behavior immediately.
- If you observe disrespectful behavior, you should tell the person behaving negatively that their behavior is inappropriate and if needed, report the behavior to your supervisor.

Remember to report negative behavior to your supervisor so we can address the issue before it grows.

### Dress Code:

Appearance should be appropriate for the public. Be neat, clean, and groomed. Clothes should be modest and free of large text, profanity, or offensive prints. If you have long hair, please have the ability to pull it back if serving any food items. For some events, there may be a requested dress code (example: camp shirt, black bottoms). Be sure to let the supervisor know when accepting the volunteer shift if this creates any issue. **Always wear closed-toe shoes while volunteering to prevent injury.** When checking in for your scheduled event, be sure to acquire a volunteer name-tag and keep it attached to you and visible during your entire shift.

### Communication:

In order to staff events and programs, OVparks staff will send an email or text requesting volunteers. Please reply that **Yes, you would like to work** or **No, you are unavailable**. This helps us to know what our needs are. If you have any questions, you are encouraged to email or call the District Office. You should expect a response in approximately 24 hours if during a business week, or an appropriate amount of time if it is a weekend, holiday or the coordinator is out for any reason.



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#### **Absenteeism:**

We rely on volunteers to provide our community with quality programs and events. If you are scheduled to work a particular program or event, it is your responsibility to contact your supervisor as soon as you know you will not make your commitment. While we understand that illness, emergencies and unforeseen circumstances occur, please know that we schedule volunteers according to the needs of the event or program as we do depend on our confirmed volunteers. It is very important that you contact us as soon as possible to give us the time needed to attempt to fill your role if possible if you are not going to be present.

#### **Smoking, Alcohol or Drug Use:**

OVparks policy prohibits the use of tobacco, alcohol and recreational drugs inside all facilities or on any Orangevale Recreation & Park District property. If you smoke cigarettes, please let your supervisor know you are leaving for a break and you must go outside the property line to do so. You are required to wash your hands upon returning to your shift. Alcohol consumption and recreational drug use are strictly prohibited and will be met with zero tolerance, immediately ending your volunteer relationship with Orangevale Recreation & Park District.

#### **Social Media:**

It is important to remember that you are a representative of OVparks, and therefore are looked up to in the community online. Do NOT post any pictures of staff or participants on any personal social media account without first permission from the Rec. Coordinator. In addition, it is not appropriate or safe to post pictures of youth under 18 years old, listing their full name and any personal information at any OVparks event or program.

## **CUSTOMER SERVICE**

As a volunteer of OVparks, you may have contact with the public during your duties. You will be a source of information and support for any event or program you are at. While it can be difficult, it is important to always be calm & respectful when interacting with the public. Our community is our clientele, and we have the highest expectations of service for them. Providing quality recreation opportunities with friendly and caring personnel is the essence of our business. In addition, please remember that there are ears listening and eyes watching when we don't expect it, so always maintain appropriate behavior that demonstrates the best of OVparks.

With this in mind, please note the following:

1. Members of the public are not an interruption to our work; they are the reason for our work.
2. Treat everyone that you come in contact with kindness and speak to with respect and dignity.
3. Always be helpful, courteous, and professional. You are a direct reflection on OVparks. If someone asks a question that you don't have an answer to, direct or walk with them to someone who can help.
  - a. DO NOT give false info just because you don't have an answer. It's okay to say "I don't know"
4. If you are ever in a situation where you are uncomfortable, tense or feeling attacked, it is always okay to call your supervisor for assistance or help, we will be there to support you or take over if needed.



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#### **Positive Volunteer Communication:**

- Greet OVparks participants with a smile
- Stop what you are doing and give them your full attention. If this is not possible for safety reasons or you're helping another customer, acknowledge them with a smile and let them know you will help them shortly.
- Patiently listen to all the information they want to give you. Ask clarifying questions if needed.
- If a customer is upset, be understanding and show concern. Thank them for coming to you.
- If you can resolve the issue, do so. If you need support, communicate that to the customer. It is important to share what you can do, leaving the negative of what you **can't** do out of your conversation.
- If the situation escalates, politely excuse yourself and go ask for assistance from your supervisor.
- When explaining rule or policy enforcement explain a regulation whenever possible, keep the situation positive and refer any concerns to your supervisor and share any compliments with our supervisor.
- Stay Positive! Every situation can be resolved, and we are here to serve our community and have fun.

## VOLUNTEER OPPORTUNITIES

Orangevale Recreation & Park District has several opportunities to volunteer throughout the year. Here are just some of our many opportunities:

#### **February**

Best Friend Bash

#### **April**

Summer Open House  
Creek Week  
Spring Rummage Sale

#### **May**

Spring Craft Fair  
Summer Palooza

#### **June-August**

Rec'ing Crew Camps  
Wiggles & Giggles  
Aquatics Events

#### **September**

Fall Rummage Sale

#### **October**

Family Fright Night

#### **November**

Holiday Craft Fair

#### **December**

Orangevale Community Tree Lighting

#### **On-Going Events**

Sports Coach  
Kids Night Out & Adv. Crew  
Park & Facility Maintenance  
And more!

## EVENT GUIDELINES FOR VOLUNTEERS

1. Arrive 5-15 minutes prior to your start time to be ready to work at your scheduled time.
2. Don't forget to sign in and grab your nametag!
3. If you have any concerns with participants, parents, supervisor, or staff, please seek help from the supervisor in charge. If the situation does not allow for you to talk to them right away, ask to meet at the end of your shift or when available.
4. Always remain calm and polite in all situations.
5. After the event or program, help to clean up and check in with the supervisor before you leave.