



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 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 insure 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. A 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.

One-On-One Interaction:

Adult Volunteers should never have one-on-one interaction with minors. For the safety of both the volunteer and youth, you are encouraged to have an additional person with you when anywhere 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 accommodations, 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, jokes or any language that infers a negative characteristic
- Profanity
- Offensive posters, drawings, insignias or signs
- Blocking normal movement, offensive gestures, unwelcome touching or shoving
- Threats or assault

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 you have any reason to believe your actions offend someone, stop the behavior.
- If you observe disrespectful behavior, you should tell the person behaving negatively that their behavior is inappropriate and report the behavior to your supervisor.

If the unwelcome behavior continues, report this to your supervisor.

Dress Code:

Appearance should be appropriate for the public. Be neat, clean and groomed. Clothes should be modest and free of 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: white 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. When checking in for your scheduled event, be sure to acquire a volunteer name-tag and keep it attached to your persons and visible during your entire shift.

Communication:

In order to staff events and programs, OVparks staff will send an email 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 so it is important that you contact us as soon as possible to give us the time needed to attempt to fill your role.

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. It is best practices to keep community social media posts clean and respectful. 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 will have constant and consistent contact with the public. You will be a source of information and support for any event, or program you work at. While it can sometimes be difficult, it is important to always be calm, respectful and kind when interacting with the public. In addition, when working at any event, please remember that there are ears listening and eyes watching when we don't expect it, so always maintain appropriate behavior.

Our community is our clientele, and we have the highest expectations of service for them. Providing quality recreation and parks opportunities with friendly and caring personnel is the essence of our business. 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 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, walk with them to someone who can help.



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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 through the year. Here are some:

January

Polar Bear Plunge

February

Best Friend Bash

April

Summer Open House
Creek Week
Spring Rummage Sale

May

Spring Craft Fair
Pow Wow Days

June-August

Rec'ing Crew Camps
Wiggles & Giggles
Aquatics Events

September

Fall Rummage Sale

October

Family Fright Night

November

Holiday Craft Fair
Snowflake Search

December

Orangevale Community Tree Lighting

On-Going Events

Sports Coach
Kids Night Out
Park & Facility Maintenance
All Seasons Cafe
And more!

EVENT GUIDELINES FOR VOLUNTEERS

1. Arrive 10-15 minutes prior to your start time to be ready to work at your scheduled time.
2. Don't forget to sign in!
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.
4. Always remain calm and polite in all situations.
5. After the event or program, help to clean up and check in before you leave.



ORANGEVALE RECREATION & PARK DISTRICT COVID-19 VACCINATION AS CONDITION OF VOLUNTEERING POLICY DURING TIMES OF HIGH RISK

PURPOSE: Orangevale Recreation & Park District (District) has a duty to provide a safe and healthy workplace, consistent with COVID-19 public health guidance and legal requirements, to protect its employees and the public. According to the Centers for Disease Control (CDC), the California Department of Public Health (CDPH), and Sacramento County's Health Officer, COVID-19 continues to pose a risk, especially to individuals who are not fully vaccinated. Therefore, certain safety measures are necessary to protect against COVID-19 illness, hospitalization, and death.

Vaccination is the most effective way to prevent transmission and limit COVID-19 hospitalizations and deaths. Unvaccinated employees, interns, and volunteers are at greater risk of contracting and spreading COVID-19 within the workplace and District facilities, as well as to the public that utilizes District services and facilities, especially the most vulnerable populations.

POLICY: To better protect its employees and volunteers, as well as guests and participants in District facilities and programs, the following COVID-19 policy is enforced:

When the Orangevale population is deemed to be at an elevated risk for contracting COVID-19, then all employees or volunteers hired will be limited to individuals who are fully vaccinated, or in the process of being fully vaccinated as detailed below. The District determines the elevated risk conditions to be when the public is mandated to wear face coverings indoors and/or in public places as determined by County, State, and/or Federal public health officials. When under such conditions all new employees and volunteers must, as a condition of employment:

- (1) Receive their first FDA approved COVID-19 vaccine before they begin volunteering; and
- (2) Provide visual proof of their vaccination status to the District before they begin volunteering; and
- (3) Receive follow-up doses within the recommended timeframe per public health officials and provide visual proof of their updated vaccination status to the District.

VACCINE REQUIREMENT: The number of vaccination and booster shots required, as well as the timing of these shots are changing as new variants of the virus become a threat. The specific vaccination and timing requirements are TO BE DETERMINED at the time this policy is to be enforced.

EXEMPTIONS: A medical or religious exemption from the vaccination requirements may only be granted. Please check our full COVID-19 Vaccine Policy at www.ovparks.com for all exception requirements.

REPORTING REQUIREMENT: Volunteers must provide proof of vaccination to the Finance & Human Resources Superintendent prior to beginning work. Such proof will be maintained in a confidential medical file. Access to volunteers' vaccination status is strictly limited only on a need-to-know basis, for the purposes of enforcing testing, masking, quarantining in the event of a close contact, and other safety requirements.

POLICY UPDATES: This policy is subject to revision as needed to respond to changes and developments in the COVID-19 pandemic and federal, state, and local guidance